

Study of the TANF Application Process

Final Report: Volume 2: Appendices

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Prepared for

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Appendix A

STUDY OF THE TANF APPLICATION PROCESS

Survey of State TANF Application Data Systems and Procedures

This survey is being conducted by Health Systems Research, Inc. (HSR) as part of a national study of the TANF application process. This study is being conducted by Abt Associates Inc. and HSR for the Administration on Children and Families of the U.S. Department of Health and Human Services (HHS). This mail questionnaire seeks information about the content and definitions of the data that your State collects on clients seeking TANF assistance. The questions are about data you are currently required to report to HHS, other data on applications that you may collect, and changes in your State's data on TANF applications since the 1996 federal Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA).

For the purposes of this survey, when we refer to TANF applications or TANF cash assistance we are including TANF or State-funded cash assistance grants that are equivalent to what were considered AFDC grants prior to welfare reform.

If you are unable to answer any of the questions, please try and obtain the answer from other State staff or provide contact information for other staff who can provide the needed information.

Information you or others in your State provide will not be attributed to specific individuals in any reports or other material that is produced from this study.

If you have any questions about the survey, please call Vivian Gabor at 202-828-5100.

Please complete this written survey and return it by Federal Express using HSR's account number (1924-1754-6).

We would also like to have copies of existing State TANF application data, as described in more detail at the end of this survey form. Please include these reports in the FedEx envelope.

Please send the survey and data reports to:

**Health Systems Research, Inc.
1200 18th Street N.W. Suite 700
Washington, DC 20036
Attn: Vivian Gabor**

Survey of State TANF Application Data Systems and Procedures

Study of the TANF Application Process

PAPERWORK REDUCTION ACT OF 1995

Public reporting for this collection of information is estimated to average 4 hours per response, including the time for reviewing instructions, searching existing sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The current OMB control number is displayed in the upper right-hand corner of the front page.

INFORMATION ON PERSON OR PERSONS FILLING OUT THIS FORM

Please provide the following information for the person or persons completing this form. No individuals will be identified in our report. This information will be used to contact you to clarify any answers.

Primary Respondent:

Name	
Title and Position	
Office Address	
Office Phone	
Office Fax	
Email Address	

Respondent 2:

Name	
Title and Position	
Office Address	
Office Phone	
Office Fax	
Email Address	

Respondent 3:

Name	
Title and Position	
Office Address	
Office Phone	
Office Fax	
Email Address	

I. DATA ON FILED TANF APPLICATIONS

IMPORTANT, PLEASE NOTE: In this section we are asking about the data your State collects, reports and may otherwise have available on filed TANF applications since October 1996. Filed TANF applications are those that are formally submitted by clients who are potentially eligible for TANF (households with children). We know that you are not required to report these data to HHS, but we would like to know if you maintain such data for your own use in program management or analysis.

A. Data Collected on Filed TANF Applications Since October 1996

A1. At any point since October 1996 have you collected data on the number of *filed TANF applications*? (Check one)

- ☐ No, we have not collected data on filed TANF applications during the entire period (GO TO SECTION B)
- ☐ Yes, we have collected data on filed TANF applications throughout the entire period (GO TO QUESTION A3)
- ☐ Yes, we have collected data on filed TANF applications, but only for part of the period

A2. For what specific time periods since October 1996 have data been collected on filed TANF applications each month? Please provide specific months and years.

FROM: ____ / ____ / ____
Month Year

TO: ____ / ____ / ____
Month Year

A3. For what specific time periods are the data you collected on filed TANF applications available in existing statistical reports?

FROM: ____ / ____ / ____
Month Year

TO: ____ / ____ / ____
Month Year

B. Definition of a “Filed TANF Application”

B1. Which of the following actions leads to a TANF application being counted as a “filed TANF application” in your State? *(Check all that apply)*

- ☐ An individual signs a hard copy of the application form.
- ☐ A worker enters information about the application in the computer system.
- ☐ Other action or actions (Please describe below).

B2. Before October 1996, was the action or actions that led to an application being counted as a “filed AFDC application” different than reported in Question B1?

- ☐ Different
- ☐ Not different (GO TO QUESTION B5)

B3. Before October 1996, what action or actions led to an AFDC application being counted as a “filed application?” *(Check all that apply)*

- ☐ An individual signed a hard copy of the application form.
- ☐ A worker entered information about the application in the computer system.
- ☐ Other (Please describe below).

B4. When did the change in what constitutes a “filed application” occur?

____/____/____
Month Year

B5. What is the minimal amount of information an applicant needs to provide to the office before a TANF application can be considered “filed for TANF”? (*Check all that apply*)

- ☐ Name
- ☐ Address
- ☐ Social Security number
- ☐ Family composition
- ☐ Number and ages of children
- ☐ Information about other household members not in the TANF assistance unit
- ☐ Identity and location of absent parent
- ☐ Family income (amount and type)
- ☐ Current employment status
- ☐ Work history
- ☐ Education level
- ☐ Barriers to work
- ☐ Other (Please describe below, including for example any information required to document pre-application requirements such as job search or child support requirements if they exist).

Questions B6-B8 below ask about the status of applicants who begin the TANF application process but do not complete it. Each question seeks to determine if the cases being described are still counted in your state system as “filed TANF applications.”

B6. If a TANF applicant fails to submit all the material required for TANF eligibility to be determined, will they still be counted as a "filed TANF application?"

- ☐ Yes
- ☐ No

B7. If a TANF applicant finds a job before the application is approved and the income makes the applicant ineligible for TANF assistance, will it be counted as a "filed TANF application?"

- ☐ Yes
- ☐ No

B8. If a TANF applicant withdraws an application before eligibility can be determined, will it be counted as a "filed TANF application?"

- ☐ Yes
- ☐ No

B9. Do all cases counted as "filed TANF applications" include someone applying specifically for a TANF cash assistance grant (and perhaps also applying for another benefit or service) ?

- ☐ Yes
- ☐ No

B10. What types of other requested benefits can lead an applicant to be included in the count of "filed TANF applications," if the applicant does not apply specifically for a TANF cash assistance grant?
(Check all that apply)

- ☐ Lump-sum payment or voucher application.
- ☐ TANF-funded childcare assistance.
- ☐ TANF-funded transportation assistance.
- ☐ Any other TANF-funded benefit.
- ☐ Other (Please describe below).

INSTRUCTIONS TO RESPONDENT: In responding to questions B11 and B12, please enter your answers in the table below. (If you don't know the answer to these questions please ask the appropriate person in your State agency.)

B11. In most local offices in your State, which actions does a TANF client usually have to take before an application is counted as a "filed TANF application?" Please mark all that apply.

B12. Prior to October 1996, which of these actions did an applicant usually have to take before having their application is officially counted as "filed for TANF?" Please mark all that apply.

Potential required action steps in TANF application process	B11. Usually required before TANF application can be counted as "filed"	B12. Before October 1996, usually required before AFDC application could be counted as "filed"
Request app. form from front desk staff	<input type="checkbox"/>	<input type="checkbox"/>
Complete pre-screening interview	<input type="checkbox"/>	<input type="checkbox"/>
Attend orientation	<input type="checkbox"/>	<input type="checkbox"/>
Register with Employment Security (agency responsible for unemployment compensation)	<input type="checkbox"/>	<input type="checkbox"/>
Complete an employability assessment	<input type="checkbox"/>	<input type="checkbox"/>
Cooperate with child support enforcement agency	<input type="checkbox"/>	<input type="checkbox"/>
Explore alternative resources, such as help from community agencies	<input type="checkbox"/>	<input type="checkbox"/>
Complete a job search, job search training class or workshop	<input type="checkbox"/>	<input type="checkbox"/>
Receive information about lump sum cash payments or vouchers (diversion payments) available to clients in place of ongoing TANF benefits	<input type="checkbox"/>	<input type="checkbox"/>
Complete eligibility interview	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please describe:) _____ _____ _____ _____ _____	<input type="checkbox"/>	<input type="checkbox"/>

B13. Although you have described in the previous questions the steps usually taken before an application is counted as officially filed, how much variation would you say exists in actual practice because of things such as worker discretion or local office differences in operations?

- ☐ A lot,
- ☐ A little, or
- ☐ None

B14. Are there any reasons that some local offices may be unable to have all filed applications counted in the State data system?

- ☐ No
- ☐ Yes (*Please explain below*)

B15. Are there any factors not already discussed that need to be taken into account when interpreting your State's data on filed applications?

- ☐ No
- ☐ Yes (*Please explain below*)

B16. Under AFDC, HHS required States to submit data on the number of AFDC applications "received." Is your State's current definition of what constitutes a filed TANF application equivalent to what constituted a received AFDC application?

- ☐ Yes
- ☐ No (*Please explain the most important difference(s) below*)

II. DATA ON TANF APPROVALS, DENIALS AND TOTAL APPLICATIONS

IMPORTANT, PLEASE NOTE: In this section we are asking about the data your State collects, reports and may otherwise have available on TANF applications approved, applications denied, and the total number of TANF applications. These are the data you are now required to submit to HHS. We are especially interested in whether your State continued to collect these data during the period when data reporting requirements were not in effect and how your State's defines approved and denied TANF applications.

C. Data Collected Since October 1996

C1. HHS requires that states report monthly data on TANF applications approved, denied, and the total of these two categories. For a period of time after October 1996, TANF application data reporting requirements had been suspended, but states may have continued to collect these data. Has your State continuously collected data on TANF approvals, denials and the total of these two categories since October 1996? (*Check only one*)

- ☐ No, we have not collected data for any of these items for the entire period (GO TO SECTION D)
- ☐ Yes, we have collected data on all of these data items throughout the entire period (GO TO QUESTION C3)
- ☐ Yes, we have collected data on all or some of these data items, but only for part of the period

C2. For what specific time periods since October 1996 have data been collected on TANF applications approved, denied and the total of these two? Please provide specific months and years. If the dates differ by application category (i.e., approved applications, denied applications, and total applications), please indicate when data for each category are available.

Data collected on TANF applications approved:

FROM: ____ / ____ ____
Month Year

TO: ____ / ____ ____
Month Year

Data collected on TANF applications denied:

FROM: ____ / ____ ____
Month Year

TO: ____ / ____ ____
Month Year

Data collected on total TANF applications:

FROM: ____ / ____ ____
Month Year

TO: ____ / ____ ____
Month Year

C3. For what specific time periods are the data you collected available in existing statistical reports?

Statistical reports that include data on TANF applications approved are available:

FROM: ____ / ____ / ____
Month Year

TO: ____ / ____ / ____
Month Year

Statistical reports that include data on TANF applications denied are available:

FROM: ____ / ____ / ____
Month Year

TO: ____ / ____ / ____
Month Year

Statistical reports that include data on total TANF applications are available:

FROM: ____ / ____ / ____
Month Year

TO: ____ / ____ / ____
Month Year

D. Definition of an Approved TANF Application

IMPORTANT, PLEASE NOTE: In this section we are interested in which cases are counted as approved TANF applications in the data you submit to HHS.

D1. Do all the cases that are counted as approved TANF application receive TANF cash assistance?

- ☐ Yes (GO TO QUESTION D5)
- ☐ No

D2. Under what circumstances would a case count as an “approved TANF application,” but not receive TANF cash assistance? (*Check all that apply*)

- ☐ If the household received a lump-sum payment or voucher in return for not receiving TANF cash assistance
- ☐ If the household receives a TANF-funded service other than a lump-sum payment or voucher
- ☐ If the household is immediately assigned a sanction for failure to complete work or behavioral requirements that a TANF applicant must complete
- ☐ Other (*Please describe below*)

D3. Are the cases checked in D2 included in your TANF caseload count?

- ☐ Yes, they are all included in the TANF caseload count (GO TO QUESTION D5)
- ☐ No, they are all excluded from the TANF caseload count (GO TO QUESTION D5)
- ☐ Some are included and some are excluded

D4. Which cases in D2 are not included in your TANF caseload count? (*Check all that apply*)

- ☐ If the household received a lump-sum payment or voucher in return for not receiving TANF cash assistance
- ☐ If the household received a TANF-funded service other than a lump-sum payment or voucher
- ☐ If the household is immediately assigned a sanction for failure to complete work or behavioral requirements that a TANF applicant must complete
- ☐ Other (Please describe below)

D5. Are there any reasons that some local offices may be unable to have all approved TANF applications counted in the State data system?

- ☐ No
- ☐ Yes (*Please explain below*)

D6. Are there any factors not already discussed that need to be taken into account when interpreting your State's data on approved TANF applications?

- ☐ No
- ☐ Yes (*Please explain below*)

- D7. Under AFDC you were required by HHS to submit data on the number of AFDC applications approved. In the data you currently submit to HHS, is your definition of what constitutes an approved TANF application equivalent to what constituted an approved AFDC application?

- ☐ Yes
☐ No (*Please explain the most important difference(s) below*)

E. Whether Returning TANF Households Are Counted as TANF Approvals

IMPORTANT, PLEASE NOTE: In this section we are interested in whether the State counts cases that had TANF benefits discontinued and then had their benefits reinstated as approved TANF applications, in the data you submit to HHS.

- E1. If a case was closed due to a sanction and the household returns to TANF, in the month it is reopened is the case counted as an approved application, in the data you submit to HHS?

- ☐ Yes (GO TO QUESTION E3)
☐ No

- E2. For how many months after the case was closed due to a sanction would this returning household not be coded as an approved application?

_____ (# of Months)

- E3. If a case was closed due to an administrative closing (for example if a client fails to appear for a required redetermination interview) and the household returns to TANF, is the case always counted as an approved application, in the data you submit to HHS?

- ☐ Yes (GO TO QUESTION E5)
☐ No

- E4. For how many months is this case not counted as an approved application?

_____ (# of Months)

E5. Are there any other reasons that a TANF case is closed and then reopened without the case being counted as an approved application?

- ☐ Yes
☐ No (GO TO SECTION F)

INSTRUCTIONS TO RESPONDENT: Questions E6-9 seek to specify the circumstances, other than those listed above, when a TANF case is closed and then reopened but not counted as a TANF approval?

E6. List the other situations in which a returning TANF case would not be counted as an approved application when it is reopened.

E7. Indicate for how many months this type of reopened case is not counted as an approved application.

<p>E6.</p> <p>Situation in which a returning TANF case would be reopened without the case counting as an application approved?</p>	<p>E7.</p> <p>Number of months since the case was closed that this reopened case is not counted as an application approved?</p>

F. Definition of a Denied TANF Application

IMPORTANT, PLEASE NOTE: In this section we are interested in learning which cases are counted as denied TANF applications in the data you submit to HHS.

F1. If a TANF applicant fails to submit all the materials required for TANF eligibility to be determined, will the application be counted as denied, in the data you submit to HHS?

- ☐ Yes
☐ No

F2. If a TANF applicant fails to show up for an eligibility interview, will they be counted as a denied TANF application in the data you submit to HHS?

- ☐ Yes
☐ No

F3. If a TANF applicant finds a job before the application is approved and the income makes the applicant ineligible for TANF assistance, will they be counted as denied TANF application in the data you submit to HHS?

- ☐ Yes
- ☐ No

F4. If a TANF applicant withdraws an application, will the applicant be counted as a denied TANF application in the data you submit to HHS?

- ☐ Yes
- ☐ No

F5. If a TANF applicant fails to attend a required orientation or assessment and as a result is unable to qualify for TANF, will the applicant be counted as a denied TANF application in the data you submit to HHS?

- ☐ Yes
- ☐ No
- ☐ State does not require any TANF applicants to attend an orientation or assessment before their cash assistance grant can be approved

F6. If a TANF applicant fails to complete a required job search or job search class and as a result is unable to qualify for TANF, will the applicant be counted as a denied TANF application in the data you submit to HHS?

- ☐ Yes
- ☐ No
- ☐ State does not require any TANF applicants to complete a job search or job search class before their cash assistance grant can be approved

F7. If a TANF applicant fails to cooperate with the child support enforcement agency and as a result cannot qualify for TANF, will the applicant be counted as a denied TANF application in the data you submit to HHS?

- ☐ Yes
- ☐ No
- ☐ State does not require any TANF applicants to cooperate with the child support enforcement agency as condition of TANF eligibility

F8. If a TANF applicant household fails to meet a requirement for a minor child such as proof of school enrollment or proof of required childhood immunizations, will the applicant be counted as a denied application in the data you submit to HHS? (If the answer is either “yes” or “no” below, please explain which requirement the State has

- ☐ Yes
- ☐ No
- ☐ State does not require any TANF applicants to meet these other requirements as condition of TANF eligibility before their cash assistance grant can be approved

F9. If a TANF applicant is not approved for TANF assistance, but is approved for another type of assistance--such as Medicaid or Food Stamps--will the applicant be counted as a denied TANF application in the data you submit to HHS?

- ☐ Yes
- ☐ No

F10. Are there circumstances not already covered in the questions above, when someone will file a TANF application, not receive TANF assistance, and not be counted as a denied TANF application?

- ☐ No
- ☐ Yes (*Please describe these circumstances below*)

F11. Are there any reasons that some local offices may be unable to have all denied TANF applications counted in the State data system?

- ☐ No
- ☐ Yes (*Please explain below*)

F12. Are there any other factors that need to be taken into account when interpreting your State's data on denied TANF applications?

- ☐ No
☐ Yes (*Please explain below*)

F13. Under AFDC you were required by HHS to submit data on the number of AFDC applications denied. Is your current definition of what constitutes a denied TANF application equivalent to what constituted a denied AFDC application?

- ☐ Yes
☐ No (*Please explain the most important difference(s) below*)

III. REASONS/CODES FOR TANF DENIALS

This section asks whether your State collects data on reasons that TANF cases are denied and, if so, how those reasons are coded within the State data system.

G1. Does the State collect data on the reasons TANF applications are denied? (*Check one*)

- ☐ No (GO TO SECTION H)
☐ Yes, on an ongoing basis Statewide
☐ Yes, but only for a sample of offices or for certain months or periods of the year

G2. Have you collected the data on reasons for denials continuously since October 1996?

- ☐ No
☐ Yes (GO TO QUESTION G4)

Survey of State TANF Application Data Systems and Procedures

- G3. During what time period(s), if any, have data on reasons for TANF denials been collected? Please provide specific months and years when the data were collected.

FROM: ____ / ____
Month Year

TO: ____ / ____
Month Year

FROM: ____ / ____
Month Year

TO: ____ / ____
Month Year

- G4. Are the reasons for denial included in any routine monthly or annual statistical reports?

- ☐ Yes
☐ No

- G5. Statistical reports that include data on reasons for TANF denials are available:

FROM: ____ / ____
Month Year

TO: ____ / ____
Month Year

Questions G6-9 below seek to determine how your State data system codes failure to meet TANF applicant

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requirements as reasons for denials, if they are coded as TANF application denials in your State.

INSTRUCTIONS TO RESPONDENT: Please enter responses to questions G 6-9 in the table below.

TANF Application Requirement	G6. Check box if State has this TANF application requirement for any individuals <i>(If box not checked, skip to next row)</i>	G7. Is failure to meet this requirement coded as a TANF application denial? <i>(If "No" skip down to next requirement)</i>	G8. Code (codes) Used <i>(If multiple codes please use a separate line for each)</i>	G9. Was this denial code added after October 1996?
a. Attendance at a required orientation or assessment	<input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
b. Job search or attendance at job search class	<input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
c. Cooperation with child support enforcement agency	<input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
d. Proof of school enrollment for a minor child	<input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
e. Proof of child's immunization	<input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
f. Other Behavioral Requirement (specify)	<input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
g. Other Behavioral Requirement (specify)	<input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO
				<input type="checkbox"/> YES <input type="checkbox"/> NO

G10. Would someone who accepts a lump-sum payment or voucher instead of TANF benefits be coded as a denial?

- ☐ State does not offer applicants a lump-sum payment or voucher [GO TO SECTION H]
- ☐ No [GO TO SECTION H]
- ☐ Yes

G11. Which denial code(s) would be used if someone accepted a lump-sum payment or voucher instead of accepting TANF benefits.

H. How Denial Codes are Input and Their Strengths and Limitations

The next set of questions asks about the way TANF application denial data are input and your views on the strengths and limitations of these data.

H1. Which statement best describes how TANF denial data are input.

- ☐ Workers directly enter codes
- ☐ The computer system assigns a code based on other actions taken with the case (GO TO H3)
- ☐ Other (*Please describe below how data are input*)

H2. If a worker does not provide a reason for an application denial the case is:

- ☐ Coded as missing
- ☐ Assigned a code automatically (*Please indicate below what code is assigned*)?

H3. Is a denial code assigned to all filed TANF applications that do not result in approval of TANF benefits?

- ☐ Yes (GO TO QUESTION H5)
- ☐ No

- H4. Under what circumstances would a TANF application that did not result in TANF benefits being approved not receive a denial code?

- H5. Are there any reasons for denials that you believe are underreported or over-reported?

- ☐ Yes
☐ No (GO TO QUESTION H8)

- H6. Which reason or reasons for denial do you believe are underreported?

- H7. Which reason or reasons for denial do you believe are over-reported?

- H8. In addition to what you have already told us, are there any factors that need to be taken into account when interpreting your State's data on reasons for TANF denials?

- ☐ No
☐ Yes (*Please explain below*)

IV. DATA ON CLIENTS RECEIVING DIVERSION PAYMENTS

- I1. Does your State offer lump sum cash payments or vouchers (commonly referred to as "diversion payments") to clients in place of ongoing TANF benefits?

- ☐ No (GO TO SECTION J)
☐ Yes

- I2. Since what time has the State been collecting data on households receiving these payments in place of ongoing TANF benefits?

Since ____/____/____
Month Year

- I3. Are there any reasons why these data might not accurately represent the total number of cases opting to receive these diversion payments?

- ☐ No
☐ Yes (*Please explain below*)

- I4. Diversion payment data are available for the following period:

FROM: ____ / ____ / ____ **TO:** ____ / ____ / ____
Month Year Month Year

V. Adjustments Made To TANF Application Data Submitted to HHS

This section asks about adjustments your State may make to the TANF application data it submits to HHS.

- J1. Prior to submitting data to HHS on total TANF applications, applications approved, and denied do you: (*Check all that apply*)

- ☐ Adjust the data to make it consistent with caseload counts or other data?
☐ Submit the data without making any adjustments? (GO TO SECTION VI)
☐ Make any other routine adjustments to the data?

- J2. Please describe the adjustments that are made to the data.

VI. State Uses of TANF Application Data

This section is intended to capture your perspective on the uses of your State's TANF application data.

K1. In what ways do you use these data to help make decisions about program management? (*Check all that apply*)

- ☐ To measure local office workloads
- ☐ For quality assurance
- ☐ For local office performance measures
- ☐ For determining funding allocations
- ☐ Other (*please specify below*)

- ☐ We do not use these data to make any decisions about program management

PLEASE READ

Request for Copies of Monthly State Data Reports

We would like to thank you for completing the questions above on this survey. We have one additional request. Please send us copies of existing State reports that include monthly state-level data on any or all of the four items listed below. We would like data from October 1996 up to the most recent month available. If data are available in spreadsheet or other electronic format, we would like to have these as well.

- Number of TANF applications filed (by your State's definition)
- TANF applications approved and TANF applications denied
- TANF denials broken down by reasons
- Number of clients receiving diversion payments

In addition, please send a copy of all current TANF denial codes and any instructions provided to workers for determining which code is appropriate.

Please include these reports and documents, along with the completed survey, in the FedEx envelope you have been provided. If you have misplaced the address form you should send the survey and documents to:

**Health Systems Research, Inc.
1200 18th Street N.W. Suite 700
Washington, DC 20036
Attn: Vivian Gabor**

If you have any questions about this request please call Vivian Gabor at 202-828-5100.

THANK YOU FOR YOUR TIME AND ASSISTANCE.

Appendix B

STUDY OF THE TANF APPLICATION PROCESS

18-State Survey of State TANF Application Policies

Policy Abstraction Form

STATE _____

Study of the TANF Application Process

PAPERWORK REDUCTION ACT OF 1995

Public reporting for this collection of information is estimated to average 1 1/3 hours per response, including the time for reviewing, clarifying and providing missing information for this form, which contains information abstracted from State TANF policy manuals and applications materials.

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SECTION I. STATE POLICIES REGARDING BEHAVIORAL REQUIREMENTS FOR TANF APPLICANTS

A. Required Attendance at an Orientation Session

A1. Does the State require any individuals applying for TANF to attend an individual or group orientation session?

- ☐ Yes
☐ No (GO TO QUESTION I.B1)

A1a. Can a TANF application be denied for failure to attend this session?

- ☐ Yes
☐ No

A2. Which adults in the applicant household are required by State policy to attend an orientation session? *(Check all that apply)*

- ☐ One parent or guardian
☐ Both parents in a two-parent household
☐ The adult in a child-only case

A3. Does the State require that the orientation session usually be held:

- ☐ Prior to application filing (when the time clock starts for processing the TANF application and determining TANF eligibility),
☐ At the same meeting when the application is filed
☐ After application filing but before the application can be approved
☐ This choice is left to local office discretion

A4. Is this mandatory attendance at an orientation session a State policy that is required to be implemented at all local offices?

- ☐ Yes
☐ No

A5. Does State policy exempt some types of TANF applicants from the requirement to participate in an orientation session?

- ☐ Yes
☐ No (GO TO QUESTION I.A6)

A5a. Which applicants does State policy exempt from this requirement? (*Check all that apply*)

- ☐ Disabled parents or caretaker relatives
☐ Parents, guardians or caretaker relatives who are ineligible non-citizens
☐ Parents, guardians or caretaker relatives who have been determined to be substance abusers
☐ Parents, guardians or caretaker relatives who have been determined to have mental health problems
☐ Exemptions can be individualized at caseworker discretion
☐ Other categories (*please specify*) _____
-

A5b. Are these the same policies as for the exemptions from the work requirements for TANF participants?

- ☐ Same (GO TO QUESTION I.A6)
☐ Different

A5c. How are they different? (*Please specify the differences*)

A6. Did the State implement the required orientation session for applicants after September 1996?

- ☐ Yes
☐ No (GO TO QUESTION I.B1)

A7. In what month and year did the State implement the requirement?

B. Required Employability Assessments

B1. Does the State require any individuals applying for TANF to attend an individual or group employability assessment session or screening session?

- ☐ Yes
- ☐ No (GO TO QUESTION I.C1)

B1a. Can a TANF application be denied for failure to attend this session?

- ☐ Yes
- ☐ No

B2. Which adults in the applicant household are required by State policy to attend an employability session or screening session? *(Check all that apply)*

- ☐ One parent or guardian
- ☐ Both parents in a two-parent household
- ☐ The adult in a child-only case

B3. Does the State require that the employability assessment or screening meeting usually be held:

- ☐ Prior to application filing (when the time clock starts for processing the TANF application and determining TANF eligibility),
- ☐ At the same meeting when the application is filed
- ☐ After application filing but before the application can be approved
- ☐ This choice is left to local office discretion

B4. Is the up-front employability assessment or screening requirement a State policy that is required to be implemented at all local offices?

- ☐ Yes
- ☐ No

B5. Does State policy exempt some types of TANF applicants from the up-front employability assessment or screening requirement?

- ☐ Yes
- ☐ No (GO TO QUESTION I.B6)

B5a. Which applicants does State policy exempt from this requirement? (*Check all that apply*)

- ☐ Disabled parents or caretaker relatives
- ☐ Parents, guardians or caretaker relatives who are ineligible non-citizens
- ☐
- ☐ Parents, guardians or caretaker relatives who have been determined to be substance abusers
- ☐ Parents, guardians or caretaker relatives who have been determined to have mental health problems
- ☐ Exemptions can be individualized at caseworker discretion
- ☐ Other categories (*please specify*) _____

B5b. Are these the same policies as those for the exemptions from the work requirements for TANF participants?

- ☐ Same (GO TO QUESTION I.B6)
- ☐ Different

B5c. How are they different? (*Please specify the differences*)

B6. Did the State implement the employability assessment requirement for applicants after September 1996?

- ☐ Yes
- ☐ No (GO TO QUESTION I.C1)

B7. In what month and year did the State implement the requirement?

C. Up-front Work Registration Requirement

C1. Does the State require any individuals applying for TANF to register with the State employment security office (or other agency responsible for unemployment compensation)?

- ☐ Yes
- ☐ No (GO TO QUESTION I.D1)

C1a. Can a TANF application be denied for failure to register?

- ☐ Yes
- ☐ No

C2. Which adults in the applicant household are required to register for employment with the employment security office? *(Check all that apply)*

- ☐ One parent or guardian
- ☐ Both parents in a two-parent household
- ☐ The adult in a child-only case

C3. Does the State require that registration for employment occur:

- ☐ Prior to application filing (when the time clock starts for processing the TANF application and determining TANF eligibility),
- ☐ At the same meeting when the application is filed
- ☐ After application filing but before the application can be approved
- ☐ This choice is left to local office discretion

C4. Is this up-front work registration a State policy that is required to be implemented at all local offices?

- ☐ Yes
- ☐ No

C5. Does State policy exempt some types of TANF applicants from this up-front requirement to register for work?

- ☐ Yes
- ☐ No (GO TO QUESTION I.C6)

C5a. Which applicants does State policy exempt from this requirement? *(Check all that apply)*

- ☐ Disabled parents or caretaker relatives
- ☐ Parents, guardians or caretaker relatives who are ineligible non-citizens
- ☐ Parents, guardians or caretaker relatives who have been determined to be substance abusers
- ☐ Parents, guardians or caretaker relatives who have been determined to have mental health problems
- ☐ Exemptions can be individualized at caseworker discretion
- ☐ Other categories *(please specify)* _____

C5b. Are these the same policies as for the exemptions from the work requirements for TANF participants?

- ☐ Same (GO TO QUESTION I.C6)
- ☐ Different

C5c. How are they different? *(Please specify the differences)*

C6. Did the State implement the work registration requirement for TANF applicants after September 1996?

- ☐ Yes
- ☐ No (GO TO QUESTION I.D1)

C7. In what month and year did the State implement the requirement?

D. Up-front Job Search Requirement

D1. Does the State require any individuals applying for TANF to conduct individual job search and/or participate in a group job search session/training?

- ☐ Yes
- ☐ No (GO TO QUESTION I.E1)

D1a. Does the requirement for an applicant include individual job search, group job search session or training, both individual job search and group job search sessions/training, or does it depend on an individualized assessment of the applicant?

- ☐ Individual job search
- ☐ Group job search session/training
- ☐ Both individual job search and job search session/training
- ☐ Depends on individualized assessment of the applicant

D1b. Can a TANF application be denied for failure to meet the job search requirement?

- ☐ Yes
- ☐ No

D2. Which unemployed adults in the applicant household does State policy require to be subject to this up-front job search requirement, if they are not otherwise exempt? *(Check all that apply)*

- ☐ One parent or guardian
- ☐ Both parents in a two-parent household
- ☐ The adult in a child-only case

D3. Does the State require that job search requirements be met:

- ☐ Prior to application filing (when the time clock starts for processing the TANF application and determining TANF eligibility),
- ☐ After application filing but before the application can be approved
- ☐ The choice is left to local office discretion

D4. Is this up-front job search requirement a State policy that is required to be implemented at all local offices?

- ☐ Yes
- ☐ No, it is left to local office discretion

D5. Does State policy exempt some types of TANF applicants from the up-front job search requirement?

- ☐ Yes
- ☐ No (GO TO QUESTION I.D6)

D5a. Which categories of adult applicants does State policy exempt from this requirement? (*Check all that apply*)

- ☐ Disabled parents or caretaker relatives
- ☐ Parents or caretaker relatives who are ineligible non-citizens
- ☐ Parents or caretaker relatives who have been determined to be substance abusers
- ☐ Parents or caretaker relatives who have been determined to have mental health problems
- ☐ Other Categories (please specify)

- ☐ Decisions about which applicants are required to conduct applicant job search are based on caseworker's assessment or discretion.

D5b. Are these the same policies as for the exemptions from the work requirements for TANF participants?

- ☐ Same (GO TO QUESTION I.D6)
- ☐ Different

D5c. How are they different (*Please specify the differences*)

D6. Does the State policy specify a minimum number of hours or contacts that must be completed by applicants before their TANF application can be filed or approved?

- ☐ Yes
☐ No (GO TO QUESTION I.D7)

D6a. What is this minimum requirement?

_____Number of *contacts* **per** ☐ day or ☐ week

or _____Number of *hours* **per** ☐ day or ☐ week

D7. Does the State require local offices to ask applicants to document the contacts they make with potential employers to meet this job search requirement?

- ☐ Yes
☐ No (GO TO QUESTION I.D9)

D8. How are applicants required to document the job contacts they make with potential employers?
(Check all that apply.)

- ☐ Applicants may report by telephone or in person
☐ Applicants must submit names of job contacts
☐ Applicants must provide a signature from each employer contacted
☐ Other (please specify) _____

☐ Policy is left to local office discretion

D9. Does State policy specify that local office staff must contact the employers whose names were provided to verify that the job search was completed?

- ☐ Yes
☐ No

If State does not include a requirement for participation in a job search training sessions or classes as part of its up-front job search requirement, SKIP NEXT TWO QUESTIONS

(IF D1a = INDIVIDUAL JOB SEARCH, GO TO D12).

D10. Does the State job search requirement for individuals applying for TANF include a minimum number of hours of participation in job search training sessions or classes?

- ☐ Yes
☐ No (GO TO QUESTION I.D12)

D11. How many hours are they required to participate in these sessions or classes?

_____ Minimum number of hours **per** ☐ week or ☐ month

D12. In addition to employment-related counseling, does the State require local offices to offer support services to TANF applicants subject to the job search requirement, before the application process is complete?

- ☐ Yes
- ☐ No (GO TO QUESTION I.D14)

D13. What types of support services can be offered to TANF applicants while they are conducting their up-front job search activities, to assist them in successfully completing their job search? ("Support services are defined here as cash, in-kind benefits, or other services provided to TANF applicants and they are benefits that do not affect the potential eligibility of the applicant household for monthly TANF cash assistance.)

- ☐ Transportation Assistance
- ☐ Direct child care subsidies or vouchers
- ☐ Identification and counseling on domestic violence and abuse
- ☐ Housing payments or payment of a one-time emergency (e.g. for car repairs)
- ☐ Other (*please specify*) _____

D14. Did the State implement the job search requirement for applicants after September 1996?

- ☐ Yes
- ☐ No (GO TO QUESTION I.E1)

D15. In what month and year did the State implement the job search requirement for applicants?

E. Other Types of Work Requirements for TANF Applicants

E1. Does the State allow local offices to require individuals applying for TANF to begin other types of work-related requirements before their application can be approved?

- ☐ Yes, and all local offices have these applicant requirements
- ☐ Yes, and some local offices have these applicant requirements
- ☐ No (GO TO QUESTION I.F1)

E1a. Can a TANF application be denied for failure to participate in these activities implemented by local offices?

- ☐ Yes
☐ No

E2. What types of other work activities can be required of TANF applicants? *(Please list)*

E3. Did the State implement this policy after September 1996?

- ☐ Yes
☐ No (GO TO QUESTION I.F1)

E4. In what month and year did the State implement the other work requirement for applicants?

F. Required Cooperation with Child Support Enforcement

F1. If an individual applying for TANF has a child with a noncustodial parent, does the State require the applicant to cooperate with child support enforcement?

- ☐ Yes
☐ No (GO TO QUESTION I.G1)

F1a. Can a TANF application be denied for failure to comply with the child support enforcement requirement?

- ☐ Yes
☐ No

F2. Can the requirement be met by the applicant if she/he signs a form agreeing to cooperate with the child support enforcement agency or does the applicant have to attend a meeting with a child support enforcement worker before TANF cash assistance can be provided?

- ☐ Applicant must only sign a form agreeing to cooperate with the child support enforcement agency (GO TO QUESTION I.F3)
☐ Applicant must sign a form and attend a meeting with a child support enforcement worker

F3. Is this a requirement that must be met:

- ☐ Prior to application filing (when the time clock starts for processing the TANF application and determining TANF eligibility)
- ☐ After application filing but before the application can be approved
- ☐ This choice is left to local office discretion

F4. Is this requirement for applicants to comply with child support enforcement a State policy that is required to be implemented at all local offices?

- ☐ Yes
- ☐ No, it is left to local office discretion

F5. Did the State implement this child support enforcement requirement for applicants after September 1996?

- ☐ Yes
- ☐ No (GO TO QUESTION I.E1)

F6. In what month and year did the State implement this requirement?

G. Requirement for Completion of Personal (Mutual) Responsibility Plan (Agreement/Contract)

G1. Does the State require one or more adults in each TANF applicant household to sign and submit a personal (mutual) responsibility plan/agreement/contract?

- ☐ Yes
- ☐ No (GO TO QUESTION I.H1)

G1a. Can a TANF application be denied for failure to sign and submit the plan/agreement/contract?

- ☐ Yes
- ☐ No

G2. Which adults in the household are subject to this requirement? (*Check all that apply*)

- ☐ One parent or guardian
- ☐ Both parents in a two-parent household
- ☐ The adult in a child-only case

G3. Does the State require that the plan/agreement/contract usually be signed and submitted:

- ☐ Prior to application filing (when the time clock starts for processing the TANF application and determining TANF eligibility)
- ☐ At the same meeting when the application is filed
- ☐ After application filing but before the application can be approved
- ☐ This choice is left to local office discretion

G4. Is this requirement for applicants to sign and submit a personal (mutual) responsibility plan/agreement/contract a State policy that is required to be implemented at all local offices?

- ☐ Yes
- ☐ No, it is up to local office discretion

G5. Does State policy exempt some types of applicants from this requirement?

- ☐ Yes
- ☐ No (GO TO QUESTION I.G6)

G5a. Which categories of applicants are exempt from this requirement? (*Check all that apply*)

- ☐ Households where the caretaker relative is disabled
- ☐ Households where the parent or caretaker is an ineligible non-citizen
- ☐ Households where there is domestic violence or a safety issue
- ☐ Applicants who have been determined to be substance abusers
- ☐ Applicants who have been determined to have mental health problems
- ☐ State allows exemptions to be individualized, at caseworker discretion
- ☐ Other categories of applicants (*please specify*)

G5b. Are these the same policies as for the exemptions from the work requirements for TANF participants?

- ☐ Same (GO TO QUESTION I.G6)
- ☐ Different

G5c. How are they different? (*Please specify the differences*)

G6. What types of behavioral requirements can be listed in the plan/agreement/contract that individuals must sign during the TANF application process? (*Check all that apply*)

- ☐ Work-related requirements
- ☐ Child support enforcement requirements
- ☐ Requirements to participate in parenting education
- ☐ Other (*please specify*)

G7. Did the State implement this requirement after September 1996?

- ☐ Yes
- ☐ No (GO TO QUESTION I.H1)

G8. In what month and year did the State implement this requirement?

H. Required Proof of Immunizations and School Attendance for Minor Children

H1. Does the State require that individuals applying for TANF provide proof that children in the household are immunized?

- ☐ Yes
- ☐ No (GO TO QUESTION I.H6)

H1a. Can a TANF application be denied for failure to provide proof of immunization?

- ☐ Yes
- ☐ No

H2. Does the State require that the proof of immunization be submitted:

- ☐ Prior to application filing (when the time clock starts for processing the TANF application and determining TANF eligibility)
- ☐ At the same meeting when the application is filed
- ☐ After application filing but before the application can be approved
- ☐ This choice is left to local office discretion

H3. Is this a State policy that is required to be implemented at all local offices?

- ☐ Yes
- ☐ No, it is up to local office discretion

H4. Did the State implement this requirement after September 1996?

- ☐ Yes
- ☐ No (GO TO QUESTION I.H6)

H5. In what month and year did the State implement this requirement?

H6. Does the State require that individuals applying for TANF provide proof that children in the household are enrolled in school?

- ☐ Yes
- ☐ No (GO TO QUESTION I.I1)

H7. Can a TANF application be denied for failure to provide proof of enrollment?

- ☐ Yes
- ☐ No

H8. Does the State require that the proof of enrollment be submitted:

- ☐ Prior to application filing (when the time clock starts for processing the TANF application and determining TANF eligibility)
- ☐ At the same meeting when the application is filed
- ☐ After application filing but before the application can be approved
- ☐ This choice is left to local office discretion

H9. For those applicants who must provide proof of school enrollment for children, for which types of children does this requirement apply?

- ☐ All children in the household without a high school diploma.
- ☐ Children up to age _____ (please specify the age limit)
- ☐ Other (please specify)

H10. Is this a State policy that is required to be implemented at all local offices?

- ☐ Yes
- ☐ No, it is up to local office discretion

H11. Did the State implement this requirement after September 1996?

- ☐ Yes
- ☐ No (GO TO QUESTION I.I1)

H12. In what month and year did the State implement this requirement?

I. Finger Imaging/Finger Printing of TANF Applicants

I1. Does the State routinely require any individuals applying for TANF to be finger-imaged or fingerprinted?

- ☐ Yes
- ☐ No (GO TO QUESTION I.J1)

I2. Does the State require that finger imaging/finger printing be conducted:

- ☐ Prior to application filing (when the time clock starts for processing the TANF application and determining TANF eligibility),
- ☐ After application filing but before the application can be approved
- ☐ This choice is left to local office discretion

I3. Is this a State policy that is required to be implemented at all local offices?

- ☐ Yes
- ☐ No, it is left to local office discretion

I4. Did the State implement this requirement for applicants after September 1996?

- ☐ Yes
- ☐ No (GO TO QUESTION I.J1)

I5. In what month and year did the State implement this requirement?

J. Other Behavioral Requirements (including those for minor children)

J1. Does the State allow local offices to require any individuals applying for TANF to comply with behavioral requirements other than those mentioned in sections A-I above (including any for minor children not discussed in Section H)?

- ☐ Yes, and all offices have this (these) requirement(s)
☐ Yes, and some offices have this (these) requirement(s)
☐ No (GO TO SECTION II)

(Responses to questions J2-J4 should be written in the table on the following page.)

J2. Please list the other behavioral requirements that applicants can be required to comply with.

J3. Can a TANF application be denied for failure to comply with this behavioral requirement?

J4. If an applicant is subject to this behavioral requirement, when do they have to comply?

J2. List Other Behavioral Requirements	J3. Can a TANF application be denied for failure to comply with this behavioral requirement?	J4. If an applicant is subject to this behavioral requirement, do they have to comply:
1.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Prior to application filing <input type="checkbox"/> After application filing, but before the application can be approved <input type="checkbox"/> Left up to local office discretion
2.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Prior to application filing <input type="checkbox"/> After application filing, but before the application can be approved <input type="checkbox"/> Left up to local office discretion
3.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Prior to application filing <input type="checkbox"/> After application filing, but before the application can be approved <input type="checkbox"/> Left up to local office discretion

J5. Did the State begin allowing local offices to implement these other behavioral requirement after September 1996?

- ☐ Yes
☐ No (GO TO SECTION II)

J6. In what month and year did the State implement this policy?

SECTION II. REFERRALS TO ALTERNATIVE RESOURCES INSTEAD OF TANF CASH ASSISTANCE

1. Does the State require that individuals applying for TANF attempt to obtain other forms of assistance from community-based agencies (e.g., emergency food assistance or emergency financial aid) before being approved for TANF?
 - ☐ Yes
 - ☐ No (GO TO SECTION III)
- 1a. Does the State require that this requirement be met:
 - ☐ Prior to application filing (when the time clock starts for processing the TANF application and determining TANF eligibility),
 - ☐ After application filing but before the application can be approved, or
 - ☐ Is the choice left up to local office discretion?
- 1b. Is this a State policy that is required to be implemented at all local offices?
 - ☐ Yes
 - ☐ No, it is up to local office discretion
2. Does State policy recommend specific types of resources or agencies that local offices should refer families to as an alternative to applying for TANF cash assistance?
 - ☐ Yes
 - ☐ No, it is up to local office discretion (GO TO QUESTION II.4)
3. Which specific types of resources or agencies are listed in the State policy? (*Please list.*)

4. Does State policy require applicants to verify that they sought assistance from the referred resource or agency?
 - ☐ Yes
 - ☐ No, this is not required
 - ☐ No, it is up to local office discretion
5. Did the State implement this requirement for referral of applicants to alternative resources after September 1996?
 - ☐ Yes
 - ☐ No (GO TO SECTION III)
6. In what month and year did the State implement this requirement?

SECTION III. LUMP SUM PAYMENTS/VOUCHERS/THIRD PARTY PAYMENTS AS AN ALTERNATIVE TO TANF CASH ASSISTANCE

IMPORTANT PLEASE NOTE: For questions 1-12, please answer with regard to programs that are funded by the State TANF block grant. Questions 13 and 13a at the end of this section refer to any diversion assistance programs that may be funded or administered by county or regional offices within your State.

1. Does the State offer lump sum cash, vouchers or third party payments (commonly referred to as "diversion payments") to clients as an alternative to applying for TANF cash assistance?

☐ Yes
☐ No (GO TO QUESTION III.12)
2. Are all local offices required to offer these payments to individuals applying for TANF?

☐ Yes
☐ No, it is up to local office discretion
3. Does State policy require caseworkers to discuss the availability of lump sum cash, vouchers, or third party payments with all TANF applicants (in offices where the payments are available)?

☐ Yes
☐ No
4. Does State policy specify how long someone who accepts a diversion payment remains ineligible for TANF cash assistance?

☐ Yes
☐ No, this is up to local office discretion (GO TO QUESTION III.5)
☐ No, State policy allows households receiving diversion payments/vouchers to come back and apply for TANF at any time. (GO TO QUESTION III.5)
- 4a. For how long does someone who receives a diversion payment/voucher remain ineligible for TANF?

☐ _____month(s)
☐ _____year(s)
☐ Lifetime
☐ Other time period or rules (*please specify*)

5. Does the State define who is eligible for these diversion payments?
- ☐ Yes
 - ☐ No, eligibility is a local decision (GO TO QUESTION III.12)
 - ☐ No, eligibility is primarily at caseworker discretion (GO TO QUESTION III.12)
6. Is the State income eligibility ceiling for diversion payments the same as for TANF cash assistance?
- ☐ Yes (GO TO QUESTION III.8)
 - ☐ No
7. Is the income eligibility ceiling for diversion payment assistance higher or lower than for TANF cash assistance?
- ☐ Higher than for TANF cash assistance
 - ☐ Lower than for TANF cash assistance
8. Does the State policy on diversion payments include eligibility criteria other than income criteria? For example, does someone have to have recently lost a job or be working or have some other clearly temporary need for assistance in order to receive a diversion payment?
- ☐ Yes
 - ☐ No (GO TO QUESTION III.9)
- 8a. What are these other eligibility criteria? *(Please specify the criteria.)*
-
-
9. Does State policy require that diversion payments be offered to all eligible individuals?
- ☐ Yes
 - ☐ No, State policy does not specify
10. Did the State implement this diversion payment program after September 1996?
- ☐ Yes
 - ☐ No (GO TO QUESTION III.12)
11. In what month and year did the State implement this diversion payment program?
-

12. Do any county or regional offices in the State have a diversion assistance payment program available that is not funded by the State TANF block grant?

- ☐ Yes, all county/regional offices have this kind of diversion assistance available
- ☐ Yes, some county/regional offices have this kind of diversion assistance available
- ☐ No county/regional offices have this available (GO TO SECTION IV)

12a. If there are any standard eligibility criteria for these local programs, please specify below.

IV. STATE-LEVEL POLICIES FOR LOCAL OFFICE OPERATIONS

1. Does the State require local offices to be open for extended hours or weekends to accept TANF applications or is this decision left to local discretion?

- ☐ Yes
☐ No, this policy is a local decision (GO TO QUESTION IV.3)

2. What are the extended hours and days the offices must be open to accept TANF applications? *(Please specify the hours and days.)*

3. Does the State require local offices to mail a TANF application to anyone who requests it?

- ☐ Yes
☐ No

4. Does the State require that bilingual workers or translators be located at local offices where a large number of non-English or limited-English speaking people are applying for TANF?

- ☐ Yes
☐ No, this is a local decision (GO TO SECTION V)

5. What are the criteria for determining which offices are subject to this requirement? *(Please describe the criteria.)*

V. TANF APPLICATION FORMS

This section of the survey is about the application form and other forms that individuals fill out before they can be considered for enrollment in TANF cash assistance.

A. Application Forms

The following questions ask about the types of information that are requested from clients on the TANF application form and whether this information was also requested under AFDC. **Here we are interested in changes on the application form for TANF, even when the State routinely uses a combined application form for TANF and other programs. (Responses to questions A1 and A1a should be written in the table below.)**

A1. After September 1996, did the State add any new questions to its application form that require additional information in the categories below?

A1a. For the categories that apply, what additional information is now requested?

Category of Applicant Information	A1. Was any new information request added to form <u>after</u> September 1996?	A1a. New information that is <u>requested</u>
Household identifiers	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Household composition	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Living situation	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Income	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Resources/assets	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Living expenses/budget	<input type="checkbox"/> Yes <input type="checkbox"/> No	

On the application form that individuals fill out to apply for TANF, some States are collecting information to assess the applicant's employability and ability to become self-sufficient.

(Responses to questions A2 and A2a should be written in the table below.)

A2. Does the State TANF application form include any questions on the following topics or other topics related to the applicant's employability and life situation that may affect her ability to work or become self-sufficient? (Not including any separate pre-screening or assessment forms that clients may fill out before completing the application form or after receiving TANF cash assistance.)

A2a. For the topics that apply, were the questions added after September 1996?

Category of Applicant Information	A2. On TANF application form?	A2a. (If yes to A2) Was this added after September 1996?
Work history and experience	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Education background	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Psychological well-being	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Domestic violence or abuse	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Substance abuse	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (<i>please specify:</i>) _____ _____ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

(Responses to Questions A3 and A3a should be written in the table below.)

A3. What other programs can someone apply for on the same application form?

A3a. Were these programs included on the application form for AFDC?

Programs	A3. Included on application form for TANF?	A3a. Included on application form for AFDC?
Food stamps	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Medicaid	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Child care	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (<i>please specify:</i>) _____ _____ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

A4. Does the State require local offices to conduct joint or separate eligibility interviews for TANF and Medicaid when a household is applying for both?

- ☐ Requires joint interviews
☐ Requires separate interviews
☐ State policy does not specify

A5. Was this policy implemented after September 1996?

- ☐ Yes
☐ No (GO TO QUESTION V.B.1)

A6. In what month and year was this policy implemented?

B. "Intake", "Screening" or "Assessment" Forms or Electronic Screens (Completed Prior to the Application Form)

B1. Does State policy require individuals applying for TANF to complete any other forms or electronic screens as part of an intake, assessment, or pre-application screening before receiving the TANF application form?

- ☐ Yes
☐ No (GO TO SECTION VI)

- B2. Are all local offices required to have individuals applying for TANF complete this form or electronic screen before filling out the TANF application form?
- ☐ Yes
☐ No, it is up to local office discretion
- B3. Does the form or electronic screen consist of standard questions statewide, or do local offices design their own questions?
- ☐ Standard questions statewide
☐ Local offices design their own questions (GO TO SECTION VI)
- B4. What is the purpose of the State form or electronic screen? (*Check all that apply*)
- ☐ Determine likely eligibility for benefits
☐ Assess applicant's employability
☐ Identify barriers to employment and self-sufficiency
☐ Identify potential candidates for diversion assistance
☐ Other (*please specify*)
- _____
- _____
- B5. What topics are covered by the questions on the form or electronic screen? (*Check all that apply*)
- ☐ Work history and experience
☐ Education background
☐ Psychological well-being
☐ Domestic violence or abuse
☐ Substance abuse
☐ Other (*please specify*)
- _____
- _____
- B6. Did the State implement this policy after September 1996?
- ☐ Yes
☐ No (GO TO SECTION VI)
- B7. In what month and year was this form first used in the State?
- _____

VI. VERIFICATION REQUIREMENTS FOR TANF APPLICANTS
(Responses to VI.1 and VI.2 should be written in the table below.)

1. Which of the following circumstances do applicants have to verify before an application can be approved for TANF?
2. Was this verification requirement added after September 1996?

Type of Household Circumstance	1. Verification requirement?	2. (If yes to VI.1) Was it added as verification requirement <u>after</u> September 1996?
Income	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
SSN or proof of application for SSN	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Household composition	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Loss of employment	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Shelter costs	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Child care costs	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Citizenship status	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Proof that minor children are enrolled in school	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Proof that children have been immunized	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (<i>please specify:</i>) _____ _____ _____ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

(Responses to Questions V.3 and V.4 should be written in the table on the following page.)

3. For which items are local office staff routinely required to directly contact a third party as part of the verification process?
4. Does this represent a policy that was implemented after September 1996?

Type of Household Circumstance	3. Verification requires third party contact by staff?	4. (If yes to VI.3) Was policy implemented after September 1996?
Income	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Household composition	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Loss of employment	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Shelter costs	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Child care costs	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Citizenship status	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Proof that minor children are enrolled in school	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Proof that children have been immunized	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (<i>please specify:</i>) _____ _____ _____ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

5. If the initial deadline for submitting all verification information is not met, does State policy require the application be automatically denied in most circumstance, or is there flexibility built into the policy for caseworkers to extend the deadline in most circumstances?

- ☐ State policy requires that in most circumstances the TANF application be automatically denied if the verification is not provided by the initial deadline.
- ☐ State policy is flexible allowing caseworkers to extend the deadline in most circumstances.
- ☐ This policy is left to local office discretion.
- ☐ Other (*please specify*) _____
- _____

6. Is the current State policy on the required deadlines for a TANF applicant to submit verification information the same as or different than under AFDC?

- ☐ Same as under AFDC (GO TO SECTION VII)
- ☐ Different than under AFDC

- 6a. What was the policy under AFDC?

VII. APPLICANT APPEALS PROCESSES FOR TANF

1. Is there a formal appeals process for denied TANF applicants?

- ☐ Yes
- ☐ No (GO TO END)

2. Was the process changed after September 1996?

- ☐ Yes
- ☐ No

END

Appendix C:

Telephone Interview Guide

Local Office Survey on State TANF Application Process (in 12 States)

Study of the TANF Application Process

PAPERWORK REDUCTION ACT OF 1995

Public reporting for this collection of information is estimated to average 1.75 hours per response, including the time for reviewing instructions, searching existing sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The current OMB control number is displayed in the upper right-hand corner of this form.

State: _____ Local Office: _____

Interviewer Name: _____

Date of Interview: ____ / ____ / 2002
Month Day

Information on Respondent(s):

Respondent 1:

Name: _____

Job Title: _____

Address: _____

Telephone: (____) ____ - ____ Fax: (____) ____ - ____

E-mail: _____

Respondent 2:

Name: _____

Job Title: _____

Address: _____

Telephone: (____) ____ - ____ Fax: (____) ____ - ____

Local Office Telephone Survey on the TANF Application Process

Respondent 3:

Name: _____

Job Title:

Address: _____

Telephone: (_____) _____ - _____

Fax: (_____) _____ - _____

E-mail: _____

Summary of State TANF Application Policies

TO BE FILLED IN BASED ON THE COMPLETED STATE-LEVEL POLICY ABSTRACTION FORM

State: _____

Items in State questionnaire about TANF application policies		Response
1. Does State require applicants to conduct independent job search and/or participate in any job search training sessions/classes?		<input type="checkbox"/> Yes <input type="checkbox"/> No
IF YES:	Is it required before or after application filing?	<input type="checkbox"/> Before <input type="checkbox"/> After
	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory <input type="checkbox"/> Optional
IF PARTICIPATION IN TRAINING IS REQUIRED:	Where does State policy recommend this be conducted?	<input type="checkbox"/> Local welfare office <input type="checkbox"/> Another location <input type="checkbox"/> Policy does not specify
<i>Does local office have this policy?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No		
<i>IF YES: Must requirement be met before filing application?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No		
2. Does State require applicants to participate in employability assessments?		<input type="checkbox"/> Yes <input type="checkbox"/> No
IF YES:	Is it required before or after application filing?	<input type="checkbox"/> Before <input type="checkbox"/> After
	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory <input type="checkbox"/> Optional
	Where does State policy recommend this be conducted?	<input type="checkbox"/> Local welfare office <input type="checkbox"/> Another location <input type="checkbox"/> Policy does not specify
	When does State policy require assessment to be conducted?	<input type="checkbox"/> First day client comes into office to apply <input type="checkbox"/> Another day
<i>Does local office have this policy?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No		
<i>IF YES: Must requirement be met before filing application?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No		
3. Does State require applicants to conduct any other work requirements?		<input type="checkbox"/> Yes <input type="checkbox"/> No
IF YES:	What is this other work requirement? _____ _____	
	Is this required before or after application filing?	<input type="checkbox"/> Before <input type="checkbox"/> After
	Is this a mandatory or optional policy for local offices?	<input type="checkbox"/> Mandatory <input type="checkbox"/> Optional
	Where does State policy recommend this be conducted?	<input type="checkbox"/> Local welfare office <input type="checkbox"/> Another location <input type="checkbox"/> Policy does not specify
<i>Does local office have this policy?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No		
<i>IF YES: Must requirement be met before filing application?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No		

Local Office Telephone Survey on the TANF Application Process

Items in State questionnaire about TANF application policies		Response	
4. Does State have applicant child support requirements?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
IF YES:	Is it required before or after application filing?	<input type="checkbox"/> Before	<input type="checkbox"/> After
	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
Does local office have this policy?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
IF YES: Must requirement be met before filing application?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Does State require applicants to sign and submit a personal responsibility plan?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
IF YES:	Is it required before or after application filing?	<input type="checkbox"/> Before	<input type="checkbox"/> After
	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
Does local office have this policy?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
IF YES: Must requirement be met before filing application?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Does State require that any TANF applicant show proof that children in the household are immunized?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
IF YES:	Is it required before or after application filing?	<input type="checkbox"/> Before	<input type="checkbox"/> After
	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
Does local office have this policy?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
IF YES: Must requirement be met before filing application?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. Does the State require that any TANF applicant show proof that children in the household are enrolled in school?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
IF YES:	Is it required before or after application filing?	<input type="checkbox"/> Before	<input type="checkbox"/> After
	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
Does local office have this policy?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
IF YES: Must requirement be met before filing application?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Does State require applicants to undergo fingerprinting/printing?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
IF YES:	Is it required before or after application filing?	<input type="checkbox"/> Before	<input type="checkbox"/> After
	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory	<input type="checkbox"/> Optional
Does local office have this policy?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
IF YES: Must requirement be met before filing application?		<input type="checkbox"/> Yes	<input type="checkbox"/> No

Local Office Telephone Survey on the TANF Application Process

Items in State questionnaire about TANF application policies		Response
9. Does State have any other applicant behavioral requirements?		<input type="checkbox"/> Yes <input type="checkbox"/> No
IF YES:	1) What is this other behavioral requirement? _____ _____	
	Is it required before or after application filing?	<input type="checkbox"/> Before <input type="checkbox"/> After
	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory <input type="checkbox"/> Optional
	2) What is this other behavioral requirement? _____ _____	
	Is it required before or after application filing?	<input type="checkbox"/> Before <input type="checkbox"/> After
	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory <input type="checkbox"/> Optional
	3) What is this other behavioral requirement? _____ _____	
	Is it required before or after application filing?	<input type="checkbox"/> Before <input type="checkbox"/> After
	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory <input type="checkbox"/> Optional
Does local office have this policy? <input type="checkbox"/> Yes <input type="checkbox"/> No		
IF YES: Must requirement be met before filing application? <input type="checkbox"/> Yes <input type="checkbox"/> No		
10. Is there a State diversion payment program?		<input type="checkbox"/> Yes <input type="checkbox"/> No
IF YES:	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory <input type="checkbox"/> Optional
	When does State policy specify the assistance should be offered to applicants?	<input type="checkbox"/> Before they see TANF eligibility worker <input type="checkbox"/> During eligibility interview <input type="checkbox"/> Policy does not specify
	Does local office have this policy? <input type="checkbox"/> Yes <input type="checkbox"/> No	
11. Does State require potential TANF applicants to complete a screening form before they complete the application form?		<input type="checkbox"/> Yes <input type="checkbox"/> No
IF YES:	Is this mandatory or optional for local offices?	<input type="checkbox"/> Mandatory <input type="checkbox"/> Optional
	What is the stated purpose of the screening form? _____ _____	
Does local office have this policy? <input type="checkbox"/> Yes <input type="checkbox"/> No		

INTRODUCTION

Hello (NAME OF RESPONDENTS), my name is (INTERVIEWER'S NAME) and I am with Health Systems Research, Inc. in Washington, D.C. I would like to thank you for taking time out to speak with me today about the TANF application process at your office. I am conducting this interview as part of a nationwide study of the TANF application process for the Administration on Children and Families of the U.S. Department of Health and Human Services. We are only conducting this telephone interview with 12 local offices across the country. Our goal is to understand how the TANF application process works in your office today, not how it is supposed to work, and how it has changed overall since TANF replaced AFDC. We are also interested today in hearing your views about how the new application policies and procedures may have changed people's decisions about applying for TANF or about completing the process once they begin it.

Your participation in the study is voluntary and all your responses will be kept confidential. Before I go on, if you have any questions about the study I would be happy to answer them.

The interview will last approximately one to one and one half hours. Do you have any questions before I begin?

I. BACKGROUND ON RESPONDENTS

First I would like to ask you about your job title and responsibilities.

1. What is each of your job titles?
2. How long have you been in this position at this office?
3. Before that did you work in this office with a different job classification? For how long?

II. CLARIFICATION OF LOCAL APPLICATION BEHAVIORAL REQUIREMENTS

NOTE TO INTERVIEWER: *For offices in States that indicate there is some discretion at their local offices regarding TANF application policies ask the following questions. If this is not the case, GO TO NEXT SECTION OF THE INTERVIEW PROTOCOL.*

We have reviewed your State policy manual and talked to State officials about the TANF Application policies in (STATE NAME). They have informed us that local offices in your State have some discretion regarding TANF application policies. I am going to go through a list of questions to determine which TANF application policies your office has.

(Now ask if the local office has each of the policies listed in the State checklist above)

For policies 1-9 on the checklist, if the local office has the policy follow-up and ask: "Does this requirement have to be met before a TANF application can be filed?"

For policies 10 and 11 on the checklist do not ask any follow-up questions.

III. THE STEPS IN THE TANF APPLICATION PROCESS

During this next part of the interview, I would like you to describe what usually happens in the TANF intake and application process at your office. I would like you to walk me through the process in detail so that I understand the usual steps for the applicant. I am interested in knowing about all of the steps the prospective or actual TANF applicant must take from the time they contact your office requesting assistance until their TANF application is processed, assuming they complete the application steps. Examples of the kinds of steps that might be required in the application include activities such as participation in group orientation sessions, interviews with employment counselors, signing a screening form, visits to other agencies such as the Employment Security office, required independent job search activities, required interviews with child support enforcement, and other requirements.

As we talk about the process, I am especially interested in not just what steps usually take place, but also the purpose of each step and what information is usually exchanged between the office and the prospective or actual applicant. I am also interested in the decisions that are made at each step and at what point an official application begins and when it is filed in the data system. I will also want to know where the client has to go to complete each step and whether the step occurs the first day an applicant contacts the office or on a future date.

A. Availability of Applications by Mail, and Mail-in and Telephone Interview Options

Before we delve into the process at the office, let me ask you a few questions about telephone requests for applications and mail-in applications.

1. Can a TANF application be mailed to an individual if she/he calls and requests it?
2. Can the form be mailed in? If so, is the application considered filed at that point for purposes of the TANF program or do they have to come into the office first?
3. Under what circumstances, if any, are interviews conducted over the phone for persons who indicate that coming to the office would be a hardship? How many times a year would you say this occurs?

B. The Applicant's Initial Contact with the Office

Now let's start the walk through the process. I would like to begin with what happens when a prospective TANF applicant first enters the office waiting area.

1. Who do they see first? What is the job title and role of this first point of contact?
2. What happens at this point?
3. What information is the prospective applicant supposed to give to this person?
4. What information is provided at this point about TANF rules and the application process?
5. What other programs or types of assistance is this person supposed to discuss with the prospective TANF applicant?

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6. What forms and questions is this person supposed to provide to the prospective TANF applicant?

PROBES:

- What do these up-front staff provide information about?
 - TANF application requirements?
 - Alternative resources?
 - Diversion assistance?
 - Referrals to jobs as a diversion technique?
 - Other aspects of the application process?
- If information is provided about applicant behavioral requirements, how often does it tend to dissuade anyone from applying? Why do you think this?
- Do they provide the TANF application form to the prospective applicant?
- Do they provide any type of pre-application screening form?
 - If so, how are they asked to explain the purpose of this form?
 - Does the client fill it out alone or with a worker that they subsequently meet with?

7. Is there any type of pre-application screening meeting after initial point of contact?

PROBES:

- What is the purpose of this meeting? Is it for potential eligibility and benefit amounts and/or other purposes?
- What type of worker or workers do they meet with at this meeting?
- What happens during the meeting?
- Is any pre-application checking for current or former TANF or other benefit program participation done at this point?
- Does this worker provide a screening form for them to fill out or is it completed verbally and entered into a data system? If so, what is the purpose of the questions on the screening form (written or automated)? NOTE TO INTERVIEWER: IF YOU DO NOT ALREADY HAVE A COPY OF THIS FORM ASK THEM TO SEND IT TO YOU WITHIN THE WEEK.
- What kind of discretion do workers in this office have with the approach and actions they take in these pre-screening activities?

8. What is the next step?

9. Does it usually occur that same day they come in or are they usually asked to come back at a future date?

10. Where does the next step usually take place? Is it in the same office that they first came into?

11. For this next step, are they seen on a first-come, first-served basis or are they given an appointment to come back?

PROBE:

If applicants are given an appointment, is there a policy for the office to give an appointment within a certain number of days? If so, within how many days?

C. Terminology and Definitions Regarding a "Filed" Application for TANF

Before we continue with the steps in the application process, I would like to clarify how your office refers to the point in the process at which the processing of a TANF application for a cash grant begins.

1. Is the term "filing" a TANF application commonly understood in your office as the time that the processing of an application for the cash grant begins?
2. If not, what other term is used for this point in the process?
3. What is the minimal amount of information an applicant needs to provide to the office before a TANF application can be considered "filed" (or whatever term the office uses)?

NOTE TO INTERVIEWER: *Obtain very specific information and probe if needed for the following responses:*

- ☐ Name
 - ☐ Address
 - ☐ Social Security number
 - ☐ Family composition
 - ☐ Number and ages of children
 - ☐ Information about other household members not in the TANF assistance unit
 - ☐ Identity and location of absent parent
 - ☐ Family income (amount and type)
 - ☐ Current employment status
 - ☐ Work history
 - ☐ Education level
 - ☐ Barriers to work
 - ☐ Other
-

D. Description of Steps after Initial Contact through the Approval of Cash Assistance

1. Could you please walk me through all of the follow-up steps applicants typically take after their initial contact through the point of filing the TANF application? And after that... (continue until approval of cash assistance)
2. As each step is discussed, obtain information on each of the following:
 - What is the purpose of this required step or action (e.g., meet with a case manager to determine what requirements the applicant is subject to or to conduct eligibility interview; attend a class to hear program requirements, learn about job search, and/or to begin filling out application form)?
 - What information is supposed to be given to the applicant and what information is the applicant expected to provide to the office at this step?
 - Are there any forms that are filled out or completed by the applicant at this step?

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- If the office has any application behavioral requirements, such as job search, registration with employment security or other, how is applicants' participation or compliance with these monitored or documented? How much time does the applicant have to complete them?
- Where do the steps or the actions necessary to fulfill a behavioral requirement usually occur (at the welfare office or at another location)?
- Does the step occur the first day an applicant contacts the office or on a specified date in the future?
- Can any steps in the process be completed by mail or telephone?
- What kind of discretion do workers have, if any, at each step of the application process?

E. When the TANF Application is Officially "Filed"/Processed for the TANF Cash Grant Begins

NOTE TO INTERVIEWER: During the discussion of steps probe to determine when an application is considered filed in this office and what actions are required to trigger filing. For example, does it require the applicant to sign an application form? How and when is this action recorded (e.g., in the case file or in the computer)?

At each step in the process ask:

1. At this point in the TANF application process, is the application considered “filed”?
2. Is there any way the application could be considered “filed” before this point in the process? After this point in the process?
3. THEN CLARIFY: The application is considered "filed" when ... (*List steps already mentioned in the application process and action client has to take*)
Examples:
...a signed form is submitted, as it is for food stamps the day they come into the office?
...an applicant met with the TANF eligibility worker and completed the entire form?
4. Is it possible for an application to be “unfiled,” for example, at an applicant’s request?

F. Formal Diversion Programs as an Alternative to Receiving TANF Cash Assistance Grant

If in section II, respondents said that the local office does not have a formal diversion payment policy, GO TO SECTION G. If they do, make sure that answers to the following questions are clarified.

1. Are all potential or actual applicants informed about diversion? If not, how is it determined who receives information?
2. What are the eligibility criteria for the diversion benefits?
3. What are the conditions governing acceptance of diversion payments or services?
4. Is information about diversion benefits provided before or after the TANF application is considered filed?

5. How are diverted applicants' potential eligibility for food stamps, Medicaid or other benefits handled?
6. How much worker discretion is there for each of the above?

G. Identify and Fill In Information on Missing Steps (particularly related to application behavioral requirements)

At this point in the interview, the interviewer should review the checklist that was completed earlier in Section B. If discussion of any of these policies did not come up yet, clarify now at what point these policies are implemented during the TANF application process and where a prospective or actual applicant has to go to fulfill these requirements/steps.

- We discussed [STEP ASSUMED MISSING] earlier on this call. At what point in the process do you envision that this step should occur for a typical person seeking TANF cash assistance at your local office? Does it usually occur at your office site or at another location
or
- It is not clear to me when [STEP OR STEPS WHOSE ORDER IS NOT CLEAR] and should take place in the process and if it occurs at your office or at another site. Could you please clarify this for me?

At this point in the interview, the interviewer should take five minutes to summarize the typical applicant flow in the application process, and ask for clarification of any points that are unclear and for corrections if the information is not correct.

H. Length of the Application Process

Now I would like to take a step back and look at the whole process with you to see how long and how many office visits the client usually has to take to complete the application process.

1. How many office visits does someone usually have to make to complete the entire application process, including the first visit?

PROBES:

- Number of visits required to the welfare office, including submission of verification documents
- Number of visits applicants must typically make to other offices to comply with applicant behavioral requirements

2. How many days does it usually take to complete the application process for TANF?

PROBES:

- Usual number of days from the point of initial contact through filing the application

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- Usual number of days from the point of filing until approval of cash assistance (if applicant completes all required steps in the process)

I. Variation in the Steps in the Process for Returning TANF Applicants

How do the steps in the application process differ, if at all, for someone returning to reapply for TANF after having been off the program for a few months or less?

PROBES:

- For how long after a TANF case closure is the case considered for a returning client?
- Does it depend on the reasons for the case being closed?
- Are all the same steps required of a returning client or would a returning client not have to take certain steps this time?
- Which steps are not required for the returning client?

IV. SUPPORT SERVICES ROUTINELY OFFERED TO APPLICANTS

Now I would like to ask you about services that your local offices typically offer persons coming in to apply for TANF. I am interested in the payments or services you ask your local offices to provide right away to help prospective and actual applicants meet their work-related requirements and to deal with the problems in their lives.

What employment-related services, mental health services and other support services are routinely paid for and made available to new applicants before they become a TANF participant? I am not interested in those services that they are required to use or participate in order to have their application processed. I am also not interested in diversion payments that would make a family ineligible to receive a TANF cash assistance grant.

For offices that provide these services during the application process ask:

How often do you think these services help TANF applicants become self-sufficient and prevent them from getting on the TANF program? Would you say most of the time, sometimes or hardly ever? What makes you say that?

A. Employment-related Support Services

PROBES:

- Transportation assistance
- Direct child care or vouchers
- Other

B. Mental Health Services

PROBES:

- Identification and counseling on domestic violence and abuse
- Child abuse prevention services
- Teenage parenting skills training
- Other

C. Other Services

V. VIEWS OF LOCAL OFFICE STAFF

I would now like to ask you about how much change in the application process you think has actually occurred at your local office since implementation of welfare reform in your State.

A. Use of Formal Diversion Option

IF STATE DOES NOT HAVE A DIVERSION POLICY, GO TO SECTION B

For the specific policy of diversion payments, I am interested in knowing how often the option is utilized at local offices in your State and whether this is what you anticipated would be the case.

PROBE:

- Could you estimate the proportion of persons coming in to apply for TANF assistance in (COUNTY/LOCALITY) who instead receive lump sum/voucher/third party payments as diversion assistance?
- If you know, is pre-application diversion payment option utilized more or less than you expected?
- By the State office? Why?

Next I would like to ask you a few questions to better understand how you think the changes in the application process have affected families in the community.

B. Perceptions of Change in the Application Process Since AFDC

Given the changes in application process under TANF that we have just talked about, as well as other changes in the TANF program,

1. Overall, would you say there have been a little, a lot, or no significant changes in your office's TANF application process since the end of the AFDC program in Fall 1996? What specifically has changed? (If no change, ask respondent to explain.)
2. How have applicants' experiences and perceptions of the local offices and the cash assistance grant program for families changed under the TANF program?
3. Do you think the changes in the application process we just talked about have influenced the way people make decisions about applying for TANF? If so, in what ways?

PROBE:

- Do you think the changes in your application policies and process have reduced the number of clients who come in to apply for TANF? Why or why not?
- The number who follow through and complete the application process after their initial contact with the office? Why or why not?

VI. PLANNED CHANGES IN THE TANF APPLICATION PROCESS

Before we conclude the interview, I want to make sure our report includes any changes you plan to make in the near future. Do you know of any plans your office has for making additional changes to your TANF application policies or other administrative changes that might affect the TANF application process for applicants at your office?

END: Thank you for your thoughtful responses to my questions. I appreciate your taking time from your busy schedule to participate in this interview.

After we complete our reports, I will send you a draft document for you to review that illustrates our understanding of your (COUNTY/LOCALITY)'s process. I would appreciate your input and comments at that time to make sure that I have correctly interpreted all the information you have provided to me.

Appendix D:

Detailed Tables from the 18-State Survey of State TANF Application Policies Policy Abstraction Form

Exhibit D.1

Individuals in the Household That Are Required to Attend An Orientation Session During the TANF Application Process (Among States with Requirements, n=7)

State	One Parent or Guardian	Both Parents in a Two-Parent Household	The Adult in a Child-Only Case
California (San Diego County)	✓	✓	✓
Connecticut	✓	✓	
Florida	✓	✓	
Maine	✓	✓	✓
Minnesota	✓	✓	
Mississippi	✓	✓	
North Carolina	✓	✓	
State Totals	7	7	2

Source: 18-State Survey of State TANF Application Processes

Exhibit D.2**Timing of Attendance at Mandatory Orientation Session (Among States With Requirements, n=7)**

State	Prior to Application Filing	At the Same Meeting When the Application is Filed	After Application Filing but Before Application Can Be Approved	Local Office Discretion
California (San Diego County)		✓	✓	
Connecticut			✓	
Florida			✓	
Maine			✓	
Minnesota		✓		
Mississippi			✓ ^a	
North Carolina				✓
State Totals	0	2	5	1

Source: 18-State Survey of State TANF Application Processes

^a: Orientation required only for individuals who reapply for benefit after serving a sanction.

Exhibit D.3**State Policies Regarding Exemptions From the TANF Application Requirement to Attend an Orientation Session (Among States with Requirements)**

State	State Policy Exempts Some Types of Clients	Exempted Groups	Exemptions are the Same or Different from Exemptions from State TANF Work Requirements
California (San Diego County)	No		
Connecticut	Yes	Persons with disabilities; victims of domestic violence; persons over age 60; persons responsible for the care of an incapacitated household member	Same
Florida	Yes	Persons with disabilities; persons with mental illness; custodial parents/caretakers of children under age 3; persons responsible for the care of an incapacitated household member	Different
Maine	Yes	Victims of domestic violence whose participation could result in physical or emotional harm	Different
Minnesota	Yes	Single parents or one parent in a 2-parent family who is employed at least 35 hours/week; the second parent in a 2-parent family when s/he is employed at least 20 hours/week and the first parent is employed at least 35 hours/week; pregnant or parenting minor under age 20 who is not exempt from education requirement and is complying with that requirement	Different
Mississippi	Yes	Everyone not returning to TANF after a sanction	Same
North Carolina	No		

Source: 18-State Survey of State TANF Application Processes

Exhibit D.4**Individuals in the Household that are Required to Attend an Employability Assessment or Screening Session During the TANF Application Process (Among States with Requirements, n=9)**

State	One Parent or Guardian	Both Parents in a Two-parent Household	The Adult in a Child-only Case
Connecticut ^a	✓	✓	
Florida	b	b	b
Georgia	✓	✓	
Illinois	✓		
Maine	✓	✓	
Nevada	✓	✓	✓
New Jersey ^c	✓	✓	
North Carolina	✓	✓	
Wisconsin	✓	✓	d
State Totals	8	7	1

Source: 18-State Survey of State TANF Application Processes

^a: All individuals who are mandatory for participation in employment services.

^b: State policy does not specify. Local office discretion.

^c: All adult recipients, teen parents and 16-18 year old individuals not attending school on a full-time basis who are subject to the work requirements.

^d: Child-only cases not handled by TANF program in Wisconsin.

Exhibit D.5**Timing of Attendance at Mandatory Employability Assessment or Screening Session (Among States with Requirements, n=9)**

State	Prior to Application Filing	At the Same Meeting When the Application is Filed	After Application Filing but Before Application Can Be Approved	Local Office Discretion
Connecticut			✓	
Florida			✓	
Georgia				✓
Illinois		✓		
Maine			✓	
Nevada		✓	✓	
New Jersey		✓	✓	
North Carolina				✓
Wisconsin		✓	✓	
State Totals	0	4	6	2

Source: 18-State Survey of State TANF Application Processes

Exhibit D.6**State Policies Regarding Exemptions From the TANF Application Requirement to Complete an Employability Assessment or Screening Session (Among States with Requirements)**

State	State Policy Exempts Some Types of Clients	Exempted Groups	Exemptions are the Same or Different from Exemptions from State TANF Work Requirements
Connecticut	Yes	Persons with disabilities; victims of domestic violence; persons over age 60; persons responsible for the care of an incapacitated household member	Same
Florida	a	a	a
Georgia	Yes	Ineligible non-citizens; single custodial parents with a child under age one; parent applicants who are required to attend school; victims of domestic violence; persons deemed exempt by caseworker discretion	Same
Illinois	Yes	Parents/guardians of child-only cases	Different
Maine	Yes	Individuals not coded as mandatory work participants	Same
Nevada	No		
New Jersey	No		
North Carolina	No		
Wisconsin	No		

Source: 18-State Survey of State TANF Application Processes

^a: State policy does not specify. Local office discretion.

Exhibit D.7**Individuals in the Household That are Required to Comply with the Up-front Work Registration During the TANF Application Process (Among States with Requirements, n=3)**

State	One Parent or Guardian	Both Parents in a Two-parent Household	The Adult in a Child-only Case
Florida	✓	✓	
North Carolina ^a	✓	✓	
Wisconsin	✓	✓	^b
State Totals	3	3	0

Source: 18-State Survey of State TANF Application Processes

^a: If able-bodied and subject to the work requirement.

^b: Child-only cases not handled by TANF program in Wisconsin.

Exhibit D.8**Timing of Compliance with Applicant Work Registration Requirement (Among States with Requirements, n=3)**

State	Prior to Application Filing	At the Same Meeting When the Application is Filed	After Application Filing but Before Application Can Be Approved	Local Office Discretion
Florida			✓	
North Carolina				✓
Wisconsin				✓
State Totals	0	0	1	2

Source: 18-State Survey of State TANF Application Processes

Exhibit D.9**State Policies Regarding Exemptions for Some Types Of TANF Applicants From Applicant Work Registration Requirement (Among States With Requirements)**

State	State Policy Exempts Some Types of Clients	Exempted Groups	Exemptions are the Same or Different from Exemptions from State TANF Work Requirements
Florida	Yes	Persons with disabilities; persons with mental illness; custodial parent/caretaker of child under age 3; persons responsible for the care of an incapacitated household member	Different
North Carolina	Yes	Persons with disabilities; single custodial parent of a child under 12 months; victims of domestic violence	Different
Wisconsin	Yes	Persons deemed exempt by caseworker discretion	Different

Source: 18-State Survey of State TANF Application Processes

Exhibit D.10**Whether the TANF Applicant Job Search Requirement Includes Job Search, Job Search Training, or Both (Among States with Requirements, n=7)**

State	Individual Job Search	Group Job Search Session/Training	Depends on Individualized Assessment of the Individual	Local Office Discretion
Florida				✓
Georgia			✓	
Illinois			✓	
Indiana	✓			
Nevada			✓	
North Carolina				✓
Wisconsin			✓	
State Totals	1	0	4	2

Source: 18-State Survey of State TANF Application Processes

Exhibit D.11**Individuals in the Household That Are Required to Comply with the Applicant Job Search Requirement During the TANF Application Process (Among States with Requirements, n=7)**

State	One Parent or Guardian	Both Parents in a Two-parent Household	The Adult in a Child-only Case	Local Office Discretion
Florida				✓
Georgia	✓	✓	✓	
Illinois	✓	✓		
Indiana	✓			
Nevada	✓	✓	✓	
North Carolina				✓
Wisconsin	✓	✓	^a	
State Totals	5	4	2	2

Source: 18-State Survey of State TANF Application Processes

^a: Child-only cases not handled by TANF program in Wisconsin.

Exhibit D.12**Timing of Compliance with Applicant Job Search Requirement (Among States with Requirements, n=7)**

State	Prior to Application Filing	After Application Filing but Before Application Can be Approved	Local Office Discretion
Florida		✓	
Georgia		✓	
Illinois		✓	
Indiana		✓	
Nevada		✓	
North Carolina			✓
Wisconsin			✓
State Totals	0	5	2

Source: 18-State Survey of State TANF Application Processes

Exhibit D.13**State Policies Regarding Exemptions for Some Types of TANF Applicants from the Job Search Requirement (Among States with Requirements, n=7)**

State	State Policy Exempts Some Types of Clients	Exempted Groups	Exemptions are the Same or Different From Exemptions From State TANF Work Requirements
Florida	a	a	a
Georgia	Yes	Ineligible non-citizens; single custodial parents with a child under 12 months of age; victims of domestic violence; parent applicants who are required to attend school; persons deemed exempt by caseworker discretion	Same
Illinois	Yes	Persons with disabilities; ineligible non-citizens; any applicant who does not have such activity included in Responsibility & Services Plan (RSP); persons deemed exempt by caseworker discretion	Same
Indiana	Yes	Persons with disabilities; totally unable to work; full-time VISTA volunteer; persons responsible for the care of an incapacitated household member or young child	Different
Nevada	Yes	Persons with disabilities; ineligible non-citizens; teen head of household attending school; single parent caretaker for child under age one; women in second or third trimester of pregnancy; persons employed 20+ hrs/wk at min wage; persons who cannot overcome a barrier (such as domestic violence); persons responsible for the care of a household member over 60 years of age	Same
North Carolina	No		
Wisconsin	Yes	Anyone who is not determined to be job ready; persons deemed exempt by caseworker discretion	Different

Source: 18-State Survey of State TANF Application Processes

^a: State policy does not specify. Local office discretion.

Exhibit D.14**Minimal Number of Individual or Group Job Search Hours or Contacts That Must be Completed by Applicants During the Job Search Requirement
(Among States with Requirements, n=7)**

State	Minimal Number of Hours	Minimal Number of Contacts	No Set Minimal Requirement	Local Office Discretion
Florida				✓
Georgia			✓	
Illinois			✓	
Indiana		10 per week		
Nevada		10 per week ^a		
North Carolina			✓	
Wisconsin			✓	

Source: 18-State Survey of State TANF Application Processes

^a: Number of contacts may be reduced, but may never be less than five.

Exhibit D.15**State Requirements for Documentation of Job Search Contacts Made During Applicant Job Search (Among States with Requirements, n=7)**

State	Report by Telephone or in Person	Submit Names of Job Contacts	Provide a Signature From Each Employer Contacted	Local Office Discretion	No Documentation Requirement
Florida				✓	
Georgia	✓	✓			
Illinois					✓
Indiana		✓			
Nevada		✓			
North Carolina				✓	
Wisconsin					✓
State Totals	1	3	0	2	2

Source: 18-State Survey of State TANF Application Processes

Exhibit D.16**Minimal Number of Job Search Training Session or Class Hours That Must be Completed by TANF Applicants (Among States with Requirements, n=7)**

State	Minimal Number of Hours	No Set Minimal Requirement	Local Office Discretion	Job Search Training Session or Class Never Required as Part of Up- Front Job Search Requirement
Florida			✓	
Georgia		✓		
Illinois		✓		
Indiana				✓
Nevada		✓		
North Carolina		✓		
Wisconsin		✓		
State Totals	0	5	1	1

Source: 18-State Survey of State TANF Application Processes

Exhibit D.17**Other Types of Work Requirements for TANF Applicants (Among States with Requirements)**

State	Other Type of Requirement
Florida	Applicants may be required to begin a work activity prior to approval. Can include unsubsidized or subsidized employment, community service, job search & job readiness assistance, vocational education or training, or job skills training
Illinois	Any education or training activity written into Responsibility and Services Plan

Source: 18-State Survey of State TANF Application Processes

Exhibit D.18**Individuals in the Household That Are Required to Complete a Personal Responsibility Plan
During the TANF Application Process (Among States with Requirements, n=12)**

State	Both Parents in a		
	One Parent or Guardian	Two-parent Household	The Adult in a Child-only Case
California (San Diego County)	✓	✓	
Connecticut	✓	✓	
Georgia	✓	✓	✓
Illinois	✓		
Indiana	✓	✓	✓
Maine	✓	✓	
Mississippi	✓	✓	✓
New Jersey	✓	✓	
North Carolina	✓	✓	✓
Pennsylvania	✓	✓	
Tennessee	✓	✓	✓
Wisconsin	✓	✓	^a
State Totals	12	11	5

Source: 18-State Survey of State TANF Application Processes

^a: Child-only cases not handled by TANF program in Wisconsin.

Exhibit D.19**Timing of Personal Responsibility Plan (Among States with Requirements, n=12)**

State	Prior to Application Filing	At the Same Meeting When the Application is Filed	After Application Filing But Before Application Can Be Approved	Local Office Discretion	Other
California (San Diego County)		✓			
Connecticut					✓ ^a
Georgia		✓	✓		
Illinois		✓			
Indiana		✓			
Maine		✓			
Mississippi			✓		
New Jersey				✓	
North Carolina		✓			
Pennsylvania			✓		
Tennessee		✓	✓		
Wisconsin			✓		
State Totals	0	7	5	1	1

Source: 18-State Survey of State TANF Application Processes

^a: While it is usually signed after the case is granted, some situations warrant it being signed before the case is approved.

Exhibit D.20**State Policies Regarding Exemptions From the Requirement to Sign a Personal Responsibility Plan (Among States With Requirements, n=12)**

State	State Policy Exempts Some Types of Clients	Exempted Groups	Exemptions are the Same or Different from Exemptions from State TANF Work Requirements
California (San Diego County)	No		
Connecticut	Yes	Persons with disabilities; victims of domestic violence or unable to work due to a safety issue; persons over age 60; persons responsible for the care of an incapacitated household member	Same
Georgia	No		
Indiana	No		
Maine	No		
Mississippi	No		
New Jersey	No		
North Carolina	No		
Pennsylvania	No		
Tennessee	No		
Wisconsin	No		

Source: 18-State Survey of State TANF Application Processes

Exhibit D.21**Types of Behavioral Requirements That May Be Listed in the Personal Responsibility Plan
(Among States with Requirements, n=12)**

State	Work-related Requirement	Child Support Enforcement Agency Requirements	Requirements to Participate in Parenting Education Classes	Ensure School Attendance of Minors in the Household	Child Immunization Requirements	Other
California (San Diego County)	✓			✓		✓
Connecticut	✓	✓	✓			✓
Georgia	✓		✓	✓		✓
Illinois	✓	✓	✓			✓
Indiana	✓	✓				
Maine	✓	✓	✓			✓
Mississippi	✓	✓		✓	✓	✓
New Jersey	✓			✓	✓	✓
North Carolina	✓	✓	✓	✓	✓	✓
Pennsylvania	✓	✓				✓
Tennessee	✓	✓	✓	✓	✓	✓
Wisconsin	✓	✓	✓			
State Totals	12	9	7	6	4	10

Source: 18-State Survey of State TANF Application Processes

Exhibit D.22**Other Types of Behavioral Requirements That May Be Listed in the Personal Responsibility Plan (Among States with Requirements, n=12)**

State	Other Type of Requirement
California (San Diego County)	Maintain drug-free home
Connecticut	Removal of barriers to work
Georgia	Attend parent/teacher conferences; attend family planning counseling (including abstinence counseling); participate in financial management and/or life skill classes; participate in substance abuse or mental health counseling/treatment if assessment referrals make the determination of need for those services
Illinois	Goals and activities that address barriers to work (e.g., medical conditions, domestic violence, substance abuse, mental illness); GED/High School completion for teen parents
Maine	Parenting activities and referrals to health care services
Mississippi	Cooperate in providing information; report changes
New Jersey	Minor parent school attendance; participate in substance abuse treatment program
North Carolina	Regular medical check-ups for children; work registration
Pennsylvania	Participate in drug and alcohol treatment program; apply for other potential sources of income
Tennessee	Health checks for all aid group (AG) children; minor parent school attendance; minor parents will live in the home with parents or guardian; support services and child care for eligible adults and minor parents

Source: 18-State Survey of State TANF Application Processes

Exhibit D.23**Activities Required of TANF Applicants to Cooperate With Child Support Enforcement Agency
(Among States with Requirements, n=17)**

State	Applicant Must Sign a Form	Applicant Must Attend a Meeting with CSE Worker	Other
California (San Diego County)	✓ ^c		✓ ^a
Connecticut	✓		
Florida	✓		
Georgia	✓		
Illinois			✓ ^b
Indiana	✓		
Maine	✓ ^c		
Mississippi	✓		
Nevada	✓		
New Jersey	✓		
New Mexico	✓		
North Carolina	✓		
Pennsylvania	✓	✓ ^d	
Rhode Island	✓		
Tennessee	✓		
Virginia	✓	✓	
Wisconsin	✓	✓	
State Totals	16	3	1

Source: 18-State Survey of State TANF Application Processes

^a: Applicant may be required to complete other activities.

^b: Applicants must explicitly state that they refuse to comply with child support enforcement.

^c: Applicants must sign over rights to the State and agree to cooperate and sign an “affirmation of paternity” indicating the father if paternity is not established. Other non-cooperation results in a sanction but not a denial.

^d: Unless the county domestic relations section has received a waiver approval to dispense with the meeting from the Secretary of Public Welfare.

Exhibit D.24**Timing of Demonstration of Cooperation With the Child Support Enforcement (CSE) Agency
(Among States with Requirements, n=17)**

State	Prior to Application Filing	Signing the Application Form Indicates Cooperation	After Application Filing but Before Application Can Be Approved	Local Office Discretion
California (San Diego County)			✓	
Connecticut		✓		
Florida			✓	
Georgia			✓	
Illinois			✓	
Indiana			✓	
Maine	✓			
Mississippi			✓	
Nevada			✓	
New Jersey	✓			
New Mexico		✓		
North Carolina				✓
Pennsylvania			✓	
Rhode Island			✓	
Tennessee			✓	
Virginia			✓	
Wisconsin			✓	
State Totals	2	2	12	1

Source: 18-State Survey of State TANF Application Processes

Exhibit D.25**Timing of Submission of Proof of Immunization For Children
(Among States with Requirements, n=6)**

State	Prior to Application Filing	At the Same Meeting When the Application is Filed	After Application Filing but Before Application Can Be Approved	Local Office Discretion
California (San Diego County)			✓	
Florida			✓	
Georgia			✓	
Indiana			✓	
Mississippi			✓	
Tennessee			✓	
State Totals	0	0	6	0

Source: 18-State Survey of State TANF Application Processes

Exhibit D.26**Timing of Submission of Proof of School Attendance for Minor Children
(Among States with Requirements, n=10)**

State	Prior to Application Filing	At the Same Meeting When the Application is Filed	After Application Filing but Before Application Can Be Approved	Local Office Discretion	Other
California (San Diego County)					✓ ^a
Florida			✓		
Georgia			✓		
Indiana			✓		
Minnesota			✓		
Mississippi			✓		
Nevada			✓		
Tennessee			✓		
Virginia			✓		
Wisconsin			✓		
State Totals	0	0	9	0	1

Source: 18-State Survey of State TANF Application Processes

^a: Forms are sent to the schools on the 6th of every month.

Exhibit D.27**Children Included in the Requirement to Submit Proof of School Enrollment as Part of the TANF Application Process (Among States with Requirements, n=10)**

State	Children Up to a Certain Age (With Specified Age)	Other	Other Required Groups
California (San Diego County)	✓(18)		
Florida	✓(16)		
Georgia		✓	Children up to age 17 and children age 18 who are in the TANF assistance unit because they are in school
Indiana	✓(18)		
Minnesota		✓	Children who are 18 years old and still in school
Mississippi	✓(17)		
Nevada	✓(11)		
Tennessee		✓	All children in the household without a high school diploma
Virginia		✓	If a dependent child has a history of truancy, verification that the child is attending school is required
Wisconsin	✓ (17)		

Source: 18-State Survey of State TANF Application Processes

Exhibit D.28**Other Types of Behavioral Requirements for TANF Applicants**

State	Other Type of Requirement
Georgia	Pregnant member of household must be receiving prenatal care or scheduled for an appointment
Illinois	Referral and/or treatment for drugs/alcohol abuse; referral and/or treatment for domestic violence; obtaining health related services
Indiana	Raising child in safe and secure home; non use of illegal substances
North Carolina	Substance abuse screening and subsequent appointment with a "qualified substance abuse treatment provider"

Source: 18-State Survey of State TANF Application Processes

Exhibit D.29**Timing of Compliance with Finger Imaging/Printing Requirement
(Among States with Requirements, n=2)**

State	Prior to Application Filing	After Application Filing but Before Application Can Be Approved	Local Office Discretion
California (San Diego County)		✓	
Connecticut		✓	

Source: 18-State Survey of State TANF Application Processes

Exhibit D.30**Timing of Requirement to Pursue Other Forms of Assistance From Community-Based Agencies (Among States with Requirements, n=1)**

State	Prior to Application Filing	After Application Filing but Before Application Can Be Approved	Local Office Discretion
Wisconsin		✓	

Source: 18-State Survey of State TANF Application Processes

Exhibit D.31**State-Level Policies Requiring Individuals to Seek Other Forms of Assistance (Among States with Requirements, n=1)**

State	Policy Recommends Specific Types of Resources or Referrals	Type of Resources/Referrals Recommended	State Requires Applicants to Verify that They Sought Assistance
Wisconsin	No		Local Office Discretion

Source: 18-State Survey of State TANF Application Processes

Exhibit D.32**State-Level Policies for Lump-Sum Cash Payments or Voucher Diversion Programs
(Among States with Requirements, n=8)**

State	State Policy Defines Applicant Eligibility Criteria	State Policy Requires that Diversion Payments are Offered to all Individuals	Period of TANF Ineligibility after Receiving Payment	County/Regional Offices have Diversion Program not Funded by State Block Grant Funds
California (San Diego County)	Yes	✓	None	No
Connecticut	Yes		3 months	No
Florida	Yes		None	No
Maine	Yes	✓	None	No
Minnesota	Yes	✓	Based on amount of diversion payment	No
New Mexico	Yes	✓	12 months	No
North Carolina	Caseworker discretion		Based on amount of diversion payment	No
Virginia	Yes	✓	Based on amount of diversion payment	No

Source: 18-State Survey of State TANF Application Processes

Exhibit D.33**State-Level Eligibility Policies for Payment of Lump Sum Cash or Vouchers
(Among States with Requirements)**

State	Income Eligibility is the Same, Higher, or Lower as for TANF Cash Assistance	Other Eligibility Criteria	Eligibility Defined by Local Offices
California (San Diego County)	Same	Must be apparently eligible for TANF and have a job offer or current employment	
Connecticut	Same	Must meet asset criteria and certain profile characteristics, must be TANF-eligible, and have short-term need. Payment must eliminate the need for ongoing assistance	
Florida	Same	Need has to be the result of unexpected circumstances or emergency situations that are temporary, short-term barriers to obtaining employment. Payment must eliminate the need for ongoing assistance	
Maine	Same	Applicant must be employed or looking for work	
Minnesota	Higher	At least one family member must have resided in State for at least 30 days; caregiver is either unable to retain or obtain employment or has a temporary loss of income (not due to refusing or terminating employment voluntarily w/o good cause); applicant cannot have received diversion assistance within the last 12 months; and there must be at least one child or pregnant woman in the household	
New Mexico	Same	Must be a specified job-related need either to accept or keep a job, and applicant must show there is a measure of financial support during the 12-month lock out period	
North Carolina	Same	Applicant must be expecting a new source of income (e.g., job offer)	✓
Virginia	Same	There must be a temporary loss of income or delay in starting to receive income, and worker determines that diversion assistance will resolve this emergency situation	

Source: 18-State Survey of State TANF Application Processes

Appendix E:

Detailed Tables from the Survey of State TANF

Application Data Systems and Procedures

Appendix E

Abt Associates Inc.

[illegible]

Minimal Amount of Information That an Applicant Needs to Provide to File TANF Application (n=50)

[illegible]

Minimal Amount of Information That an Applicant Needs to Provide to File TANF Application (n=50)

State	Name	Address	Social Security Number	Family Composition	Number/ Ages Of Children	Information About Other Household Members Not In The TANF Assistance Unit	Identify/ Location Of Absent Parent	Family Income	Employment Status	Work History	Education	Barriers To Work	Other
Pennsylvania	✓	✓											
Puerto Rico	✓	✓	✓										
Rhode Island	✓	✓	✓										
South Carolina	✓	✓											
South Dakota	✓	✓											
Tennessee	✓	✓			✓								
Texas	✓	✓											
Utah	✓	✓											
Vermont	✓	✓	✓										
Virginia	✓	✓											
Washington	✓	✓											
West Virginia	✓	✓											
Wisconsin	✓	✓											
Wyoming	✓	✓	✓	✓	✓			✓					
State Totals	50	45	17	14	14	3	4	7	5	2	2	1	2

^a Colorado requires a pregnancy statement

^b North Dakota requires citizenship and relationship statements

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.2**Actions Applicants Must Take Before a TANF Application is Entered into the State Data System as a Filed Application (n=50)**

State	Request an Application	Complete a Pre-Screening Interview	Attend an Orientation	Register With Employment Security	Complete an Employability Assessment	Cooperate With Child Support Enforcement	Explore Alternative Resources	Complete a Job Search Or Job Search Training	Receive Information About Lump Sum Cash Payments Or Vouchers	Complete an Eligibility Interview
Kentucky	✓									
Louisiana										
Maine										
Maryland		✓								
Massachusetts										✓
Michigan	✓									✓
Minnesota	✓									
Mississippi	✓									
Missouri	✓									
Nebraska	✓	✓								
Nevada	✓									
New Hampshire						✓				✓
New Jersey		✓		✓ post		✓ post				✓
New Mexico	✓	✓				✓ post			✓ post	
North Carolina	✓									
North Dakota	✓	✓ post								✓
Oklahoma	✓	✓								✓
Oregon		✓	✓							✓

Exhibit E.2**Actions Applicants Must Take Before a TANF Application is Entered into the State Data System as a Filed Application (n=50)**

State	Request an Application	Complete a Pre-Screening Interview	Attend an Orientation	Register With Employment Security	Complete an Employability Assessment	Cooperate With Child Support Enforcement	Explore Alternative Resources	Complete a Job Search Or Job Search Training	Receive Information About Lump Sum Cash Payments Or Vouchers	Complete an Eligibility Interview
Pennsylvania	✓									
Puerto Rico	✓		✓	✓ ^{post}	✓ ^{post}	✓ ^{post}		✓ ^{post}		✓
Rhode Island	✓	✓								
South Carolina	✓									
South Dakota	✓									
Tennessee	✓									
Texas	✓									
Utah										
Vermont	✓									
Virginia										✓
Washington										
West Virginia										
Wisconsin	✓	✓ ^{post}					✓ ^{post}			
Wyoming										
State Totals	32	11	2	3	1	6	1	1	1	11

^{post}: Requirement added after September 1996

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.3**States That Exclude Individuals Who Start the TANF Application Process but Do Not Complete it in Their Counts of Filed TANF Applications**

State	The Following Applicants are Not Counted as Filed Applicants:		
	Applicants who fail to submit all the materials required for TANF eligibility	Applicants who find jobs before their applications are approved and the income makes them ineligible for TANF assistance	Applicants who withdraw their applications before eligibility can be determined
Guam			✓
Oregon	✓	✓	✓

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.4**Types of Cases that Request Benefits Other Than TANF Cash Assistance and are Counted as Filed TANF Applications in State Data Systems (n=50)**

State	Other Types of Benefits:					
	Lump-sum Payment or Voucher Application	TANF-funded Child Care Assistance	TANF-funded Transportation Assistance	Other TANF-funded Benefit	Other	None
Alabama						✓
Alaska						✓
Arizona						✓
Arkansas					✓	
California						✓
Colorado	✓	✓	✓			
Connecticut						✓
Delaware	✓					
District of Columbia						✓
Florida	✓					
Georgia						✓
Guam		✓	✓		✓	
Hawaii						✓
Idaho	✓	✓	✓			
Illinois						✓
Indiana						✓

Exhibit E.4**Types of Cases that Request Benefits Other Than TANF Cash Assistance and are Counted as Filed TANF Applications in State Data Systems (n=50)**

State	Other Types of Benefits:					Other	None
	Lump-sum Payment or Voucher Application	TANF-funded Child Care Assistance	TANF-funded Transportation Assistance	Other TANF- funded Benefit			
Iowa	✓						
Kansas							✓
Kentucky	✓						
Louisiana							✓
Maine							✓
Maryland							✓
Massachusetts							✓
Michigan							✓
Minnesota						✓	
Mississippi							✓
Missouri		✓					
Nebraska						✓	
Nevada							✓
New Hampshire							✓
New Jersey							✓
New Mexico	✓		✓				
North Carolina	✓						
North Dakota							✓
Oklahoma	✓						
Oregon							✓
Pennsylvania							✓
Puerto Rico							✓
Rhode Island							✓
South Carolina							✓
South Dakota							✓
Tennessee							✓
Texas	✓						
Utah	✓	✓	✓				
Vermont							✓

Exhibit E.4**Types of Cases that Request Benefits Other Than TANF Cash Assistance and are Counted as Filed TANF Applications in State Data Systems (n=50)**

State	Other Types of Benefits:					
	Lump-sum Payment or Voucher Application	TANF-funded Child Care Assistance	TANF-funded Transportation Assistance	Other TANF- funded Benefit	Other	None
Virginia	✓					
Washington						✓
West Virginia						✓
Wisconsin					✓	
Wyoming		✓				
State Totals	12	6	5	0	5	31

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.5**Variation in Usual Steps Taken Before An Application Is Considered Filed Due to Worker Discretion or Local Office Operations (n=50)**

State	Amount of Variation		
	None	A Little	A Lot
Alabama	✓		
Alaska	✓		
Arizona	✓		
Arkansas	✓		
California	✓		
Colorado		✓	
Connecticut		✓	
Delaware	✓		
District of Columbia	✓		
Florida		✓	
Georgia		✓	
Guam	✓		
Hawaii	✓		
Idaho	✓		
Illinois	✓		
Indiana		✓	
Iowa	✓		
Kansas	✓		
Kentucky		✓	
Louisiana	✓		
Maine		✓	
Maryland		✓	
Massachusetts			✓
Michigan		✓	
Minnesota	✓		
Mississippi	✓		
Missouri	✓		
Nebraska		✓	
Nevada	✓		

Exhibit E.5**Variation in Usual Steps Taken Before An Application Is Considered Filed Due to Worker Discretion or Local Office Operations (n=50)**

State	Amount of Variation		
	None	A Little	A Lot
New Hampshire	✓		
New Jersey		✓	
New Mexico	✓		
North Carolina			✓
North Dakota		✓	
Oklahoma		✓	
Oregon	✓		
Pennsylvania	✓		
Puerto Rico		✓	
Rhode Island	✓		
South Carolina	✓		
South Dakota	✓		
Tennessee	✓		
Texas	✓		
Utah		✓	
Vermont		✓	
Virginia	✓		
Washington		✓	
West Virginia		✓	
Wisconsin	✓		
Wyoming	✓		
State Totals	30	18	2

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.6

States Reporting Cases Included in State Counts of Approved TANF Applications That Do Not Receive TANF Cash Assistance (n=19)

State	Type of Case				
	Receipt of Lump-Sum Payment or Voucher in Exchange for Not Receiving TANF Cash Assistance	Receipt of a TANF-Funded Service	If the Household is Immediately Assigned a Sanction for Failure to Complete Work or Behavioral Requirements	Persons Approved for only \$10 Benefit and are Not Issued a Check	Other
Arizona		✓		✓	
California				✓	
Colorado	✓	✓	✓		
Connecticut				✓	
Florida	✓			✓	
Guam					✓ ^a
Idaho	✓				
Kentucky		✓	✓	✓	
Mississippi				✓	
Nebraska				✓	
Nevada				✓	
New Hampshire				✓	
New Mexico	✓	✓	✓		
Oklahoma	✓				
South Dakota				✓	
Tennessee				✓	
Vermont				✓	
Virginia	✓			✓	
Wyoming			✓		
State Totals	6	4	4	13	1

^a Anyone approved for Medicaid benefits is counted as an approved TANF applicant. TANF approval is required for Medicaid approval.

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.7

States That Count Previously Closed Cases as Approved TANF Applications (n=50)

Closed Cases That are Coded as Approved When Reopened:		
State	Work-Related Sanction	An Administrative Closing Such as Failure to Appear for TANF Redetermination Interview
Alabama	✓	✓
Alaska	✓	✓
Arizona		✓
Arkansas	✓	✓
California	a	✓
Colorado		
Connecticut	✓	
Delaware	✓	✓
District of Columbia	a	✓
Florida	✓	✓
Georgia	✓	✓
Guam	✓	✓
Hawaii		
Idaho		
Illinois	✓	✓
Indiana	✓	✓
Iowa	✓	✓
Kansas	✓	
Kentucky	✓	✓
Louisiana	✓	✓
Maine		
Maryland	✓	✓
Massachusetts	✓	✓
Michigan	✓	✓
Minnesota	✓	
Mississippi	✓	✓
Missouri	a	✓
Nebraska	✓	✓
Nevada	✓	✓

Exhibit E.7

States That Count Previously Closed Cases as Approved TANF Applications (n=50)

Closed Cases That are Coded as Approved When Reopened:		
State	Work-Related Sanction	An Administrative Closing Such as Failure to Appear for TANF Redetermination Interview
New Hampshire	a	✓
New Jersey		
New Mexico	✓	✓
North Carolina		
North Dakota	✓	✓
Oklahoma	✓	✓
Oregon	✓	✓
Pennsylvania		✓
Puerto Rico	✓	
Rhode Island	a	
South Carolina		
South Dakota	✓	✓
Tennessee	✓	
Texas	✓	✓
Utah	✓	
Vermont	✓	✓
Virginia	✓	✓
Washington	✓	
West Virginia	✓	
Wisconsin	✓	✓
Wyoming	✓	✓
State Totals	36	34

^a Do not close cases due to sanctions

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.8**States Reporting Factors That Should Be Considered When Interpreting State Data on Approved Applications**

State	Factor Reported by State
Arkansas	A change in the data system caused a dramatic increase in the number of approvals in FY 2000. The problem was fixed in FY 2001 data.
Connecticut	People who reapply after hitting the 21-month time limit and do not receive TANF for a period of time are included as newly filed TANF applications. The eligibility criteria for this "extension" program of TANF benefits are more stringent than for the initial TANF program.
Indiana	State was operating under emergency regulations through September 1999. The following month, the State transitioned into the final regulations and brought the whole caseload into the new TANF program and counted them as "approved." As a result, October 1999 data show a big jump in the total number of applications approved.
Minnesota	In order to ensure timely reports to HHS, the State has a 31-day cut-off period after the initial application month. If a case is not approved by then, it will be counted as opening in the next month.
Missouri	Cases closed due to employment in the State are treated as open TANF cases while receiving transitional Medicaid. If the case is reopened for cash assistance during this time period, it does not count as an approved application.
Vermont	Reinstatement of benefits without a break in benefits is counted as an approved application.

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.9**States That Report Excluding Certain Types Of Applicants From Their Counts of Denied TANF Applicants (n=10)**

The Following Applicants Are Not Counted as Denied Applicants:

State	Applicants who fail to submit all the materials required for TANF eligibility	Applicants who fail to show up for an eligibility interview	Applicants made ineligible because they find a job before eligibility determination	Applicants who withdraw their applications before eligibility can be determined	Applicants not approved for TANF but approved for other type of assistance
Florida		✓		✓	
Guam				✓	✓
Maryland		✓			
Michigan				✓	
Nevada				✓	
North Dakota				✓	
Rhode Island				✓	✓
South Dakota			✓	✓	
Texas					✓
West Virginia				✓	
State Totals	0	2	1	8	3

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.10**States Reporting Factors That Should Be Considered When Interpreting State Data on Denied Applications**

State	Factor Reported by State
Connecticut	People who reapply after hitting the 21-month time limit and going for a period of time without receiving TANF are included as newly filed TANF applications. The eligibility criteria for this "extension" program are more stringent than for the initial TANF program.
Nevada	State converted to a new system in 1999, which counts denials differently than the old system. A change has been requested to return to the old method of computing denials.
Washington	Staff may ask basic eligibility questions at first contact to screen client before applying. State also has an online Trial Eligibility Calculator that potential applicants can use to find out whether or not the client might be eligible for TANF benefits.

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.11**Are Applicants Who Accept Diversion Payments Counted as Denied Applicants (Among States Offering Diversion Payments, n=25)**

State	Does the State Include Applicants Who Accept Diversion Payments In Its Count of Denied Applicants?	
	Yes	No
Alaska	✓	
Arizona		✓
Arkansas	✓	
California		✓
Colorado		✓
Connecticut	✓	
Delaware		✓
District of Columbia	✓	
Florida		✓
Idaho	✓	
Iowa	✓	
Kentucky		✓
Maine	✓	
Maryland	✓	
Minnesota	✓	
New Jersey	✓	
New Mexico		✓
North Carolina		✓
Oklahoma		✓
South Dakota		✓
Texas		✓
Utah	✓	
Virginia		✓
Washington		✓
West Virginia	✓	
State Totals	12	13

Exhibit E.12**Input of TANF Denial Codes (n=50)**

State	How TANF Denial Data Are Input		
	Workers Directly Enter Denial Code	Computer System Assigns A Denial Code	Both Methods are Used
Alabama	✓		
Alaska	✓		
Arizona			✓
Arkansas	✓		
California	✓		
Colorado	✓		
Connecticut			✓
Delaware		✓	
District of Columbia			✓
Florida			✓
Georgia			✓
Guam			✓
Hawaii	✓		
Idaho	✓		
Illinois	✓		
Indiana			✓
Iowa			✓
Kansas	✓		
Kentucky		✓	
Louisiana			✓
Maine	✓		
Maryland			✓
Massachusetts		✓	
Michigan	✓		
Minnesota	✓		
Mississippi	✓		
Missouri	✓		
Nebraska	✓		
Nevada		✓	

Exhibit E.12**Input of TANF Denial Codes (n=50)**

State	How TANF Denial Data Are Input		
	Workers Directly Enter Denial Code	Computer System Assigns A Denial Code	Both Methods are Used
New Hampshire		✓	
New Jersey	✓		
New Mexico			✓
North Carolina	✓		
North Dakota		✓	
Oklahoma	✓		
Oregon	✓		
Pennsylvania		✓	
Puerto Rico	✓		
Rhode Island	✓		
South Carolina			✓
South Dakota	✓		
Tennessee			✓
Texas		✓	
Utah	✓		
Vermont		✓	
Virginia	✓		
Washington		✓	
West Virginia		✓	
Wisconsin			✓
Wyoming	✓		
State Totals	25	11	14

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.13
Reporting Reasons for Denial (n=50)

State	If Worker Does Not Provide a Reason For Denial			State Indicates That Some Reasons for Denial Are Underreported or Overreported
	Case is coded as missing	Automatic code is assigned	Case is Left Pending	
Alabama	✓			
Alaska			✓	
Arizona		✓		
Arkansas			✓	
California	✓			
Colorado			✓	
Connecticut			✓	✓
Delaware				✓
District of Columbia			✓	✓
Florida			✓	
Georgia		✓		✓
Guam		✓		
Hawaii	✓			✓
Idaho		✓		
Illinois			✓	
Indiana			✓	
Iowa		✓		
Kansas			✓	
Kentucky				
Louisiana			✓	
Maine			✓	✓
Maryland	No answer	No answer	No answer	
Massachusetts				
Michigan			✓	
Minnesota		✓		
Mississippi			✓	
Missouri	✓			
Nebraska			✓	

Exhibit E.13**Reporting Reasons for Denial (n=50)**

State	If Worker Does Not Provide a Reason For Denial			State Indicates That Some Reasons for Denial Are Underreported or Overreported
	Case is coded as missing	Automatic code is assigned	Case is Left Pending	
Nevada		✓		
New Hampshire		✓		
New Jersey			✓	✓
New Mexico		✓		
North Carolina		✓		
North Dakota				
Oklahoma			✓	
Oregon			✓	
Pennsylvania				
Puerto Rico	✓			✓
Rhode Island			✓	
South Carolina			✓	
South Dakota			✓	
Tennessee			✓	
Texas				✓
Utah			✓	✓
Vermont				✓
Virginia			✓	
Washington				✓
West Virginia				
Wisconsin		✓		
Wyoming			✓	✓
State Totals	5	11	24	13

Exhibit E.14**Availability of State Data on TANF Applications Filed From October 1996 to September 1999
(n=50)**

State	Data Collected on Filed Applications			Data Reports Available		
	Entire Period of Time	Some of the Time	No Period During This Time	Entire Period of Time	Some of the Time	No Reports Available
Alabama		✓			✓	
Alaska	✓			✓		
Arizona	✓			✓		
Arkansas		✓			✓	
California	✓			✓		
Colorado	✓				✓	
Connecticut	✓			✓		
Delaware		✓				✓
District of Columbia	✓					✓
Florida		✓				✓
Georgia	✓			✓		
Guam		✓			✓	
Hawaii	✓			✓		
Idaho	✓			✓		
Illinois	✓			✓		
Indiana	✓			✓		
Iowa	✓			✓		
Kansas	✓			✓		
Kentucky	✓			✓		
Louisiana	✓			✓		
Maine	✓			✓		
Maryland	✓			✓		
Massachusetts	✓			✓		
Michigan	✓			✓		
Minnesota	✓					✓
Mississippi		✓			✓	
Missouri	✓			✓		
Nebraska		✓			✓	

Exhibit E.14**Availability of State Data on TANF Applications Filed From October 1996 to September 1999
(n=50)**

State	Data Collected on Filed Applications			Data Reports Available		
	Entire Period of Time	Some of the Time	No Period During This Time	Entire Period of Time	Some of the Time	No Reports Available
Nevada	✓			✓		
New Hampshire		✓				✓
New Jersey	✓			✓		
New Mexico	✓			✓		
North Carolina	✓			✓		
North Dakota	✓			✓		
Oklahoma	✓			✓		
Oregon			✓			✓
Pennsylvania	✓					✓
Puerto Rico	✓			✓		
Rhode Island	✓			✓		
South Carolina	✓			✓		
South Dakota		✓				✓
Tennessee	✓			✓		
Texas	✓			✓		
Utah	✓			✓		
Vermont	✓			✓		
Virginia	✓			✓		
Washington		✓			✓	
West Virginia		✓				✓
Wisconsin		✓				✓
Wyoming	✓					✓
State Totals	37	12	1	32	7	11

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.15

**Availability of State Data on TANF Applications Approved From October 1996 to September 1999
(n=50)**

State	Data Collected on Approved Applications			Data Reports Available		
	Entire Period of Time	Some of the Time	No Period During this Time	Entire Period of Time	Some of the Time	No Reports Available
Alabama		✓				✓
Alaska	✓			✓		
Arizona	✓			✓		
Arkansas		✓			✓	
California	✓			✓		
Colorado	✓				✓	
Connecticut	✓			✓		
Delaware	✓					✓
District of Columbia	✓					✓
Florida		✓				✓
Georgia	✓			✓		
Guam		✓			✓	
Hawaii	✓			✓		
Idaho	✓			✓		
Illinois	✓					✓
Indiana	✓			✓		
Iowa	✓			✓		
Kansas	✓			✓		
Kentucky	✓			✓		
Louisiana	✓			✓		
Maine	✓			✓		
Maryland	✓			✓		
Massachusetts	✓			✓		
Michigan	✓			✓		
Minnesota		✓				✓
Mississippi		✓			✓	
Missouri	✓			✓		
Nebraska		✓				✓

Exhibit E.15**Availability of State Data on TANF Applications Approved From October 1996 to September 1999
(n=50)**

State	Data Collected on Approved Applications			Data Reports Available		
	Entire Period of Time	Some of the Time	No Period During this Time	Entire Period of Time	Some of the Time	No Reports Available
Nevada		✓				✓
New Hampshire		✓			✓	
New Jersey	✓			✓		
New Mexico	✓			✓		
North Carolina	✓			✓		
North Dakota	✓			✓		
Oklahoma	✓			✓		
Oregon			✓			✓
Pennsylvania	✓			✓		
Puerto Rico	✓			✓		
Rhode Island	✓			✓		
South Carolina	✓			✓		
South Dakota		✓				✓
Tennessee	✓			✓		
Texas	✓			✓		
Utah	✓			✓		
Vermont	✓			✓		
Virginia	✓			✓		
Washington		✓			✓	
West Virginia		✓				✓
Wisconsin		✓				✓
Wyoming	✓					✓
State Totals	36	13	1	31	6	13

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.16**Availability of State Data on TANF Applications Denied From October 1996 to September 1999
(n=50)**

State	Data Collected on Denied Applications			Data Reports Available		
	Entire Period of Time	Some of the Time	No Period During this Time	Entire Period of Time	Some of the Time	No Reports Available
Alabama		✓				✓
Alaska	✓			✓		
Arizona	✓			✓		
Arkansas		✓			✓	
California	✓			✓		
Colorado	✓				✓	
Connecticut	✓			✓		
Delaware	✓					✓
District of Columbia	✓					✓
Florida		✓				✓
Georgia	✓			✓		
Guam		✓			✓	
Hawaii	✓			✓		
Idaho	✓			✓		
Illinois	✓					✓
Indiana	✓			✓		
Iowa	✓			✓		
Kansas	✓			✓		
Kentucky	✓			✓		
Louisiana	✓			✓		
Maine	✓			✓		
Maryland	✓			✓		
Massachusetts	✓			✓		
Michigan	✓			✓		
Minnesota		✓		✓		
Mississippi		✓			✓	
Missouri	✓			✓		
Nebraska		✓				✓

Exhibit E.16**Availability of State Data on TANF Applications Denied From October 1996 to September 1999
(n=50)**

State	Data Collected on Denied Applications			Data Reports Available		
	Entire Period of Time	Some of the Time	No Period During this Time	Entire Period of Time	Some of the Time	No Reports Available
Nevada		✓				✓
New Hampshire		✓				✓
New Jersey	✓			✓		
New Mexico	✓			✓		
North Carolina	✓			✓		
North Dakota	✓			✓		
Oklahoma	✓			✓		
Oregon			✓			✓
Pennsylvania	✓			✓		
Puerto Rico	✓			✓		
Rhode Island	✓			✓		
South Carolina	✓			✓		
South Dakota		✓				✓
Tennessee	✓			✓		
Texas	✓			✓		
Utah	✓			✓		
Vermont	✓			✓		
Virginia	✓			✓		
Washington		✓			✓	
West Virginia		✓				✓
Wisconsin		✓				✓
Wyoming	✓					✓
State Totals	36	13	1	32	5	13

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.17**Availability of State Data on Reasons for TANF Denials From October 1996 to Present (n=50)**

State	Data Collected on Reasons for Denial			Data Reports Available		
	Entire Period of Time	Some of the Time	No Period During this Time	Entire Period of Time	Some of the Time	No Reports Available
Alabama		✓			✓	
Alaska	✓					✓
Arizona	✓			✓		
Arkansas		✓			✓	
California	✓				✓	
Colorado	✓				✓	
Connecticut	✓			✓		
Delaware		✓			✓	
District of Columbia	✓				✓	
Florida		✓				✓
Georgia	✓				✓	
Guam	✓					✓
Hawaii	✓				✓	
Idaho	✓			✓		
Illinois	✓			✓		
Indiana	✓			✓		
Iowa	✓			✓		
Kansas	✓			✓		
Kentucky	✓			✓		
Louisiana	✓			✓		
Maine	✓				✓	
Maryland	✓					✓
Massachusetts	✓			✓		
Michigan	✓			✓		
Minnesota	✓					✓
Mississippi		✓				✓
Missouri	✓					✓
Nebraska	✓					✓

Exhibit E.17**Availability of State Data on Reasons for TANF Denials From October 1996 to Present (n=50)**

State	Data Collected on Reasons for Denial			Data Reports Available		
	Entire Period of Time	Some of the Time	No Period During this Time	Entire Period of Time	Some of the Time	No Reports Available
Nevada		✓			✓	
New Hampshire			✓			✓
New Jersey	✓			✓		
New Mexico			✓			✓
North Carolina	✓			✓		
North Dakota	✓					✓
Oklahoma	✓			✓		
Oregon			✓			✓
Pennsylvania	✓				✓	
Puerto Rico	✓			✓		
Rhode Island	✓			✓		
South Carolina	✓			✓		
South Dakota		✓				✓
Tennessee	✓			✓		
Texas	✓			✓		
Utah	✓			✓		
Vermont	✓			✓		
Virginia	✓					✓
Washington		✓			✓	
West Virginia		✓			✓	
Wisconsin			✓		✓	
Wyoming	✓					✓
State Totals	37	9	4	21	14	15

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Exhibit E.18**Availability of Application Records in Automated Administrative Data Systems (n=45)**

State	Type of TANF Cases For Which Application Records Are Available		Application Information Available In Automated Systems	
	Approved TANF Cases	Denied TANF Cases	Only the Most Recent Application Information	Most Recent and Past Application Information
Alabama	✓	✓		✓
Alaska	✓	✓		✓
Arizona	✓	✓		✓
Arkansas	✓	✓		✓
California	✓	✓		✓
Connecticut	✓	✓		✓
Delaware	✓	✓		✓
District of Columbia	✓	✓		✓
Florida	✓	✓		✓
Georgia	✓	✓		✓
Hawaii	✓	✓	✓	
Idaho	✓	✓		✓
Illinois	✓		✓	
Indiana	✓	✓		✓
Iowa	✓	✓	✓	
Kansas	✓	✓		✓
Kentucky	✓	✓		✓
Louisiana	✓	✓		✓
Maine	Maine does not currently have an automated data system but is implementing one			
Maryland	✓	✓	✓	✓
Massachusetts	✓	✓		✓
Michigan	✓	✓		✓
Minnesota	✓	✓		✓
Mississippi	✓	✓		✓
Missouri	✓	✓	✓ ^a	
Nevada	✓	✓	✓	
New Hampshire	✓	✓		✓
New Jersey	✓	✓	✓	
North Carolina	✓	✓		✓

Exhibit E.18**Availability of Application Records in Automated Administrative Data Systems (n=45)**

State	Type of TANF Cases For Which Application Records Are Available		Application Information Available In Automated Systems	
	Approved TANF Cases	Denied TANF Cases	Only the Most Recent Application Information	Most Recent and Past Application Information
North Dakota	✓	✓		✓
Oklahoma	✓	✓		✓
Oregon	✓			✓
Pennsylvania	✓	✓		✓
Rhode Island	✓	✓		✓
South Carolina	✓	✓		✓
South Dakota	✓	✓		✓
Tennessee	✓	✓		✓
Texas	✓	✓		✓
Utah	✓	✓		✓
Vermont	✓	✓		✓
Virginia	✓	✓		✓
Washington	✓	✓		✓
West Virginia	✓	✓		✓
Wisconsin	✓	✓		✓
Wyoming	✓	✓	✓	
State Totals	44	42	8	37

^a Application information is only available in Missouri's administrative data system until another action is taken on the case (e.g., reported income adjustment). Once that happens accessing the information requires that a request be sent to the central office.

Source: Follow-up Survey on Individual Application Data in Automated Administrative Data Systems

Exhibit E.19**Length of Time Application Records are Available in Automated Administrative Data System and Timing of Archiving of Records (n=45)**

State	Length of Time Application Records are Available in Automated System	Archiving of Individual Application Records	
		State Archives Records on a Regular Basis	Timing of Archiving of Records
Alabama	12 years		
Alaska	15 years		
Arizona	12 months	✓	1 month
Arkansas	3 years	✓	1 month
California	5 years	✓	1 month
Connecticut	Indefinitely	✓	3 months
Delaware	Indefinitely	✓	1 month
District of Columbia	9 years		
Florida	Indefinitely	✓	2 months
Georgia	Indefinitely ^a	✓ ^a	
Hawaii	Indefinitely		
Idaho	Indefinitely		
Illinois	2 months		
Indiana	10 years		
Iowa	10 years	✓	1 month
Kansas	36 years	✓	18 months
Kentucky	6 years		
Louisiana	6 years		
Maine	Maine does not currently have an automated data system but is implementing one		
Maryland	Not Answered	✓	Not Answered
Massachusetts	10 years	✓	31 months
Michigan	Indefinitely	✓	Daily
Minnesota	12 years	✓	1 month
Mississippi	7 years	✓	1 month
Missouri	10 years ^b	✓	3 years
Nevada	3 years		
New Hampshire	Indefinitely	✓	1 month
New Jersey	3 years ^c	✓	3 years
North Carolina	Indefinitely	✓	1 month

Exhibit E.19**Length of Time Application Records are Available in Automated Administrative Data System and Timing of Archiving of Records (n=45)**

State	Length of Time Application Records are Available in Automated System	Archiving of Individual Application Records	
		State Archives Records on a Regular Basis	Timing of Archiving of Records
North Dakota	Indefinitely ^d	✓	1 month
Oklahoma	10 years	✓	1 month
Oregon	3 years	✓	1 month
Pennsylvania	3 years	✓	3 months
Rhode Island	36 years		
South Carolina	Indefinitely ^e	✓	1 month
South Dakota	3 years	✓	1 year
Tennessee	9 years		
Texas	1 year		
Utah	14 years	✓	1 month
Vermont	10 years		
Virginia	Indefinitely ^f	✓	1 month
Washington	Indefinitely		
West Virginia	4 years		
Wisconsin	8 years		
Wyoming	10 years	✓	1 month
State Totals		26	

^a Currently application information in Georgia is available indefinitely, however this information only goes back as far as 1999 when the State implemented a new system. The State is in also in the process of developing a policy for archiving of records.

^b Records are available in the Missouri central office computer system for 10 years. As noted in the previous table, these records are not accessible from the automated system used by local office staff.

^c Application records in New Jersey are maintained on the automated system until an individual case has 36 months of inactivity.

^d While current records in North Dakota are maintained indefinitely, these records only go back as far as 1997 when the State converted to a new administrative data system.

^e South Carolina stopped purging application records in 1996 in order to track TANF time limits. Prior to that records were routinely purged.

^f While current records in Virginia are maintained indefinitely, these records only go back as far as 1995 when the State converted to a new administrative data system.

Source: Follow-up Survey on Individual Application Data in Automated Administrative Data Systems

Exhibit E.20
Using Application Data To Make Decisions About Program Management (n=50)

State	Use of Data					State does not use data
	To measure local office workloads	For quality assurance	For local office performance measures	For determining funding allocations	Other	
Alabama						✓
Alaska	✓	✓		✓	✓	
Arizona	✓	✓	✓	✓		
Arkansas	✓	✓	✓			
California	✓			✓	✓	
Colorado	✓	✓	✓	✓		
Connecticut	✓	✓	✓		✓	
Delaware						✓
District of Columbia	✓	✓	✓			
Florida	✓	✓	✓	✓		
Georgia					✓	
Guam				✓		
Hawaii		✓	✓			
Idaho	✓	✓	✓			
Illinois						✓
Indiana	✓	✓				
Iowa	✓	✓	✓	✓		
Kansas			✓	✓		
Kentucky	✓	✓	✓	✓	✓	
Louisiana	✓					
Maine		✓				
Maryland	✓	✓	✓			
Massachusetts	✓					
Michigan					✓	
Minnesota		✓			✓	
Mississippi	✓		✓			
Missouri	✓			✓		
Nebraska	✓	✓				

Exhibit E.20**Using Application Data To Make Decisions About Program Management (n=50)**

State	Use of Data					State does not use data
	To measure local office workloads	For quality assurance	For local office performance measures	For determining funding allocations	Other	
Nevada						✓
New Hampshire	✓		✓	✓	✓	
New Jersey	✓				✓	
New Mexico	✓		✓			
North Carolina	✓		✓			
North Dakota	✓					
Oklahoma	✓	✓	✓	✓	✓	
Oregon						✓
Pennsylvania	✓	✓	✓			
Puerto Rico	✓	✓	✓	✓		
Rhode Island						✓
South Carolina	✓	✓	✓	✓		
South Dakota						✓
Tennessee	✓	✓			✓	
Texas	✓			✓	✓	
Utah	✓		✓		✓	
Vermont						✓
Virginia	✓	✓	✓	✓		
Washington	✓	✓	✓	✓		
West Virginia	✓			✓		
Wisconsin						✓
Wyoming						✓
State Totals	33	23	23	18	13	10

Source: 54-State Survey of State TANF Application Data Systems and Procedures

Appendix F

State TANF Application Data Study

Introduction

Some months ago, you provided us with important information about your State's TANF application data and data systems as part of a national study being conducted by Abt Associates, Inc. and Health Systems Research, Inc. for the Administration on Children and Families of the U.S. Department of Health and Human Services (HHS). The questions were about data you are currently required to report to HHS, other data on applications that you may collect, and changes in the State's data on TANF applications since the 1996 Federal Personal Responsibility and Work Opportunities Reconciliation Act (PRWORA).

We now would like to ask you for a few minutes of your time to answer a few short follow-up questions below. We greatly appreciate your cooperation.

Instructions

This survey consists of 7 questions. When you complete the survey, you will click on the "Submit" button at the bottom of that page, which will take you to a confirmation page. You must complete the required questions on the survey, which are marked with a red asterisk (*).

** Note: please click on the "Submit" button only once. It may take a few moments for the survey to process the responses.

The survey will take approximately 5 minutes to complete. Your responses will automatically be forwarded to [Health Systems Research, Inc. \(HSR\)](#), the policy research firm that is conducting this study.

If you have any questions about the survey, please contact Christopher Botsko at Health Systems Research, Inc. at (202) 828-5100 or by email at cbotsko@hsrnet.com.

Thank you again for your cooperation.

The deadline for completing this survey is July 19, 2002.

Survey

Required fields are marked with asterisks (*). You must provide an answer for these fields in order to submit your responses to the survey.

When typing text into the text boxes, please TYPE OVER the default asterisks (***) in those fields.

*First Name:	<input type="text" value="***"/>
*Last Name:	<input type="text" value="***"/>
*E-mail:	<input type="text" value="***"/>
*State:	<input type="text" value="- Choose a State -"/>

*1. Are officially filed TANF applications entered into your administrative computer system at some point during the application process?
[If no, skip to question #7.](#)

2. Are individual application records available in your computer system for applicants who are approved for TANF cash assistance?

3. Are individual application records available in your computer system for applicants who are denied TANF cash assistance?

4(a). Are individual application records archived in a back-up system on a regular basis?

[If no, skip to question #5.](#)

4(b). How often are these records archived (for example, are they part of the monthly history tapes)?

Every... (number)

(duration)

5. Do the application records available in your computer system only include the most recent application information from an individual case, or do they include a record of past applications?

6. How long are application records available in your computer system?

Available for... (number)

(duration)

*7. Are the aggregate data on approvals, denials, and cases closed that are reported to the Federal government compiled from automated data **or** on the basis of manual reports from local TANF offices?

If other, please specify:

Submit Survey

Appendix G

STUDY OF THE TANF APPLICATION PROCESS Survey of Certified and Uncertified Applicants

Study of the TANF Application Process

PAPERWORK REDUCTION ACT OF 1995

Public reporting for this collection of information is estimated to average .33 hours per response, including the time for reviewing instructions, searching existing sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The current OMB control number is displayed in the upper right-hand corner of this form.

Introduction to Respondent

Hello, this is (NAME). I am calling to ask you to take part in a short interview about your experiences when you contacted the (OFFICE NAME) in (DATE) to ask about applying for cash assistance or other programs. This interview is part of an important study sponsored by the U.S. Department of Health and Human Services, the agency that provides funding for cash assistance and other programs that support families.

Your participation is voluntary; however, it is only with your help that services to families can be improved. To thank you for your time, we have already sent you \$5. If you complete this interview, we will send you an additional \$10.

(Your answers to our questions are completely confidential. No one who takes part in an interview is ever identified by name.)

Introductory Questions

- S1. UNCERTIFIED APPLICANTS, RAMSEY COUNTY: SKIP TO S3.
 UNCERTIFIED APPLICANTS, ALL OTHER SITES: GO TO S2.
 CERTIFIED CASES: SKIP TO S4.
- S2. Our records show that you contacted the (OFFICE NAME) in (DATE) to see about applying for cash assistance or other programs, but that you either decided **not** to apply, or you applied but **were not approved** for cash assistance at that time. Is this right?

YES (SKIP TO SECTION A)..... 1
NO (ASK A)..... 2
DON'T KNOW (ASK A)..... 8

- A. Please think back to (DATE). Do you remember contacting someone at the (OFFICE NAME), either in person or by phone, to ask about applying for cash assistance for your family?

YES (SKIP TO SECTION A)..... 1
NO (TERMINATE)..... 2
DON'T KNOW (TERMINATE)..... 8

- S3. Our records show that you contacted the (OFFICE NAME) in (DATE). At that time, did you want to apply for cash assistance and other benefits, or were you interested in applying only for food stamps, medical assistance, or general assistance?

CASH ASSISTANCE/OTHER BENEFITS (SKIP TO SECTION A) 1
FOOD STAMPS/MEDICAL ASSISTANCE/GA ONLY (TERMINATE)..... 2
REFUSED (SKIP TO SECTION A)..... 7
DON'T KNOW (SKIP TO SECTION A)..... 8

- S4. Our records show that you applied for cash assistance at (OFFICE NAME) in (DATE), and that you were approved for benefits. Is this right?

YES (GO TO SECTION A) 1
NO (ASK A)..... 2
DON'T KNOW (ASK A)..... 8

- A. Please think back to (DATE). Do you remember going to (OFFICE NAME) to apply for cash assistance for your family?

YES (CONTINUE)..... 1
NO (TERMINATE)..... 2
DON'T KNOW (TERMINATE)..... 8

A. Circumstances Related to Inquiry/Application

1. Please think carefully about what was going on in your life in (DATE), when you contacted the welfare office to see about applying for cash assistance or other programs.

. At that time, what was the **main** reason that you decided to see about applying for cash assistance?

PROBE FOR SPECIFICS. IF NECESSARY: Tell me more about that.

PROBE: Can you tell me more about why you thought you might need cash assistance?

RECORD VERBATIM. CODE AFTER THE INTERVIEW.

POSTCODES:

R or other adult in household lost a job.	01
R or other adult in household started earning less money from a job.	02
Household lost some <u>other</u> type of income (for example, unemployment compensation, SSI, or child support).	03
Number of people in household increased.	04
Separation from spouse/partner.....	05
Household member died.	06
R became sick or disabled.....	07
Child became sick or disabled.....	08
Pregnancy.....	09
Household moved.....	10
Rent, mortgage, or utilities went up.....	11
Financial help from a relative or friend stopped.....	12
It was getting harder and harder to make ends meet.....	13
Other.....	96

2. When you first contacted the welfare office in (DATE), did you think that you would be eligible for cash assistance?

YES..... 1
NO.....2
WASN'T SURE.....3
REFUSED.....7
DON'T KNOW.....8

3. UNCERTIFIED APPLICANTS: GO TO SECTION B.
CERTIFIED CASES: SKIP TO SECTION C.

B. UNCERTIFIED APPLICANTS: Reasons for Not Applying

For these next questions, please think about the time you contacted the welfare office in (DATE) to see about applying for cash assistance.

1. First let me ask, did you sign and return the application form for cash assistance? (PROMPT IF NECESSARY: Some people go to the welfare office or get an application form but decide **not** to apply. Is this what happened to you?)

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

[NOTE to survey group on logic:

If “yes” to Q1, select “did not apply” in next 2 items.

If “no,” “DK,” or “REF,” select “were not approved.”]

2. There are many reasons that people who contact the welfare office are **not** approved for cash assistance. What was the **main** reason that you (did not apply/were not approved) for cash assistance? PROBE FOR SPECIFICS. RECORD VERBATIM.

3. I would like to read a list of reasons why some people say they (did not apply/were not approved) for cash assistance. Please listen carefully to each statement, and tell me if this was a reason that **you** (did not apply/were not approved) for cash assistance. This list is fairly long, and I appreciate your patience.
READ ITEM, THEN ASK: Was this a reason that you (did not apply/were not approved)?

		YES	NO	REF	DK
a.	Your situation changed and you no longer needed cash assistance.	1	2	7	8
b.	Once you heard the eligibility requirements, you knew or thought you would not be eligible.	1	2	7	8
c.	Before you completed the application form, staff at the welfare office told you or made you think you would not be eligible.	1	2	7	8
d.	You completed the entire application, and staff or the computer said you were not eligible.	1	2	7	8
e.	The application form was too difficult for you to fill out.	1	2	7	8
f.	You were confused about what you were supposed to do to apply.	1	2	7	8
g.	Because the amount of cash assistance you would have received was very small, it wasn't worth the trouble of going through the application process.	1	2	7	8
h.	Because the amount of cash assistance you would have received was very small, you decided to save months so they wouldn't count against your time limit for cash assistance.	1	2	7	8

		YES	NO	REF	DK
i.	The welfare office said that, during the application process, you would have to look for work, work, or take part in job readiness classes, and you did not want to do this.	1	2	7	8
j.	The welfare office said that, if you got cash assistance, you would have to look for work, work, or take part in job readiness classes, and you did not want to do this.	1	2	7	8
k.	The welfare office asked you to provide some documents and you were not able or not willing to provide all of them.	1	2	7	8
l.	You did not want to give information about your income and assets.	1	2	7	8
m.	You did not want to give information about the people you live with.	1	2	7	8
n.	You did not want to give information about the other parent of each child and their whereabouts.	1	2	7	8
o.	You did not want to give information that you thought was too personal, such as information about drug or alcohol problems, child abuse, or domestic violence.	1	2	7	8
p.	You did not want a worker to visit your home.	1	2	7	8
q.	You did not want to be fingerprinted.	1	2	7	8
r.	You did not want the welfare office to contact your employer.	1	2	7	8
s.	You had no way to get to the welfare office, or it was too hard to get there.	1	2	7	8
t.	You would have to take time off work to apply so you could get there during the hours the office is open.	1	2	7	8
u.	You had to make too many trips back and forth to the welfare office or other offices.	1	2	7	8
v.	You had to wait too long when you visited the welfare office.	1	2	7	8
w.	You had a family emergency that prevented you from applying.	1	2	7	8

4. When you think about what you needed to do to apply for cash assistance back in (DATE), do you feel that you **really understood**, that you were somewhat **unsure** , or that you had **no idea** at all about what you needed to do to apply?

REALLY UNDERSTOOD 1
SOMEWHAT UNSURE.....2
NO IDEA AT ALL.....3
REFUSED7
DON'T KNOW.....8

5. How helpful was the welfare office in giving you the assistance that you needed to apply for benefits? Would you say the welfare office gave you **all, most, only some**, or **none** of the help that you needed to complete the process?

ALL 1
MOST2
ONLY SOME3
NONE4
REFUSED7
DON'T KNOW.....8

SKIP TO SECTION D.

C. CERTIFIED CASES: Perceptions of the Application Process

1. When you think about what you needed to do to apply for cash assistance back in (DATE), do you feel that you **really understood**, that you were somewhat **unsure** , or that you had **no idea** at all about what you needed to do to apply?

REALLY UNDERSTOOD 1
SOMEWHAT UNSURE.....2
NO IDEA AT ALL.....3
REFUSED7
DON'T KNOW.....8

2. How helpful was the welfare office in giving you the assistance you needed to apply for benefits? Would you say that the welfare office gave you **all, most, only some**, or **none** of the help that you needed to complete the process?

ALL 1
MOST2
ONLY SOME.....3
NONE4

D. Household Composition

Now I would like to ask you a few questions about your household so that we can understand your situation now and how it might have changed since (DATE), when you contacted the welfare office.

1. Including yourself, how many people were living in your household in (DATE)?

_____ PERSONS

2. How many of your children 18 years of age or younger were living with you at that time?

_____ CHILDREN

3. Were there any other adults—that is, people 19 years of age or older—living with you in (DATE)?

YES (ASK A) 1

NO (GO TO Q4) 2

DON'T KNOW (GO TO Q4) 8

- 3A. How many?

_____ ADULTS

4. Has there been any change in the number of people living in your household since (DATE), when you contacted the welfare office?

YES (ASK A) 1

NO (GO TO Q5) 2

REFUSED (ASK A) 7

DON'T KNOW (ASK A) 8

- 4A. Including yourself, how many people live in your household **now**?

_____ PERSONS

- 4B. How many of your children 18 years old or younger live with you now?

_____ CHILDREN

- 4C. Are there any other adults—that is, people 19 years or older—living with you now?

YES (ASK 4D) 1

NO (GO TO Q5) 2

REFUSED (GO TO Q5) 7

DON'T KNOW (GO TO Q5) 8

4D. How many?

_____ ADULTS

5. What was your marital status when you contacted the welfare office in (DATE) to (see about applying/apply) for cash assistance? Were you...

married and living with your spouse, (SKIP TO Q.7) 1
separated or living apart from your (husband/wife), 2
divorced, 3
widowed, or 4
never married?..... 5
REFUSED 7

6. Were you living with a partner in (DATE)? (IF NEEDED: That is, a boyfriend or a girlfriend?)

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

7. Has there been any change in your marital status since (DATE)?

YES..... 1
NO (SKIP TO Q9)..... 2
REFUSED (SKIP TO Q9)..... 7
DON'T KNOW (SKIP TO Q9) 8

8. What is your marital status now? Are you...

married and living with your spouse, (SKIP TO SECTION E)... 1
separated or living apart from your (husband/wife), 2
divorced, 3
widowed, or 4
never married?..... 5
REFUSED 7
DON'T KNOW..... 8

9. Do you live with a partner? (IF NEEDED: That is, a boyfriend or a girlfriend?)

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

E. Employment, Income, Benefits, Other Support

These next questions are about employment.

1. Right now, are you working at a job for pay, either full-time or part-time?

YES..... 1
NO (GO TO Q.2)..... 2
REFUSED (GO TO Q.2)..... 7
DON'T KNOW (GO TO Q.2)..... 8

- 1A. How many hours per week do you usually work (at all jobs)?

_____ HOURS PER WEEK
REFUSED 7
DON'T KNOW..... 8

2. In (DATE), when you contacted the welfare office, were you working at a job for pay, either full-time or part-time?

YES..... 1
NO (SKIP TO Q.4)..... 2
REFUSED (SKIP TO Q.4)..... 7
DON'T KNOW (SKIP TO Q.4) 8

- 2A. In (DATE), how many hours per week were you working (at all jobs)?

_____ HOURS PER WEEK
REFUSED 7
DON'T KNOW..... 8

3. INTERVIEWER: ASK IF "YES" TO BOTH Q.1 AND Q.2.
OTHERWISE, GO TO Q.4

Is the job you have now the same job you had in (DATE), when you contacted the welfare office to (see about applying/apply) for assistance?

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

4. In (DATE), did you receive any child support payments for (your child/any of your children)?

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

5. Now, please think about all the sources of income that you and your children will have **this month**. This may include wages from jobs, cash assistance payments, child support, unemployment compensation, General Assistance, and other types of income. **In total**, how much income do you expect that you and your children will receive this month? PROMPT, IF NECESSARY: Your best estimate is fine.

\$ _____
REFUSED 7
DON'T KNOW 8

6. Now please think back to (DATE), when you contacted the welfare office. **In total**, how much income did you have for you and your children during **that** month? PROMPT, IF NECESSARY: Your best estimate is fine.

\$ _____
REFUSED 7
DON'T KNOW 8

7. Right now, do you receive a check for cash assistance from your welfare office?

YES (ASK A) 1
NO (GO TO Q8) 2

- A. In what month and year were you approved for cash assistance (most recently)?

____ / ____ (SKIP TO Q11)
Month Year

8. Are you in the process of applying for cash assistance **now**? (That is, have you given the welfare office an application and are you waiting for them to decide if you are eligible for cash assistance?)

YES (ASK A) 1
NO (GO TO Q9) 2

- A. How long ago did you turn in your application? Was it...

Within the past two weeks, 1
Two to four weeks ago, 2
Four to six weeks ago, or 3
More than six weeks ago? 4

9. CERTIFIED CASES: SKIP TO Q11
ALL OTHERS: CONTINUE

10. Have you **ever** received cash assistance for you and your children?

YES (ASK A) 1
NO (GO TO Q11).....2

A. When was the last time that you received a cash assistance payment? In what month and year? PROMPT, IF NECESSARY: Your best estimate is fine.

____ / ____
Month Year

11. Right now, do you or does anyone else in your household receive food stamp benefits?

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

12. Do you receive Medicaid for yourself or for any of your children?

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

13. Do you receive WIC (Women, Infants, and Children Program) benefits?

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

14. Do you have a child in grades 1 through 12?

YES (ASK A) 1
NO (GO TO Q15).....2

A. Does any school-aged child in your household receive a free or reduced-price breakfast or lunch at school?

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

15. I would like to ask you to think about your financial situation **now** and your financial situation in (DATE), when (you contacted the welfare office/you applied for cash assistance).

Is your financial situation **better** now, **worse** now, or is it **about the same** as it was in (DATE)?

BETTER NOW 1
WORSE NOW 2
SAME 3
REFUSED 7
DON'T KNOW 8

F. Other Characteristics

1. What best describes your living arrangement now? Do you...

own or are you buying your own home, (SKIP TO Q4) 1
rent your home or apartment,..... 2
live with family or friends and not pay rent, , (SKIP TO Q4) 3
live with family or friends and pay part of the rent,..... 4
live in a group shelter, or , (SKIP TO Q4) 5
do you live in some other arrangement? 6
REFUSED 7
DON'T KNOW 8

2. Do you have Section 8 housing?

YES (SKIP TO Q4) 1
NO (GO TO Q3) 2
REFUSED (GO TO Q3) 7
DON'T KNOW (GO TO Q3) 8

3. Do you live in public housing?

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

4. What best describes your living arrangement in (DATE), when you contacted the welfare office about applying for cash assistance? Did you...

own or were you buying your own home, SKIP TO Q7)..... 01
rent your home or apartment,..... 02
live with family or friends and not pay rent, (SKIP TO Q7) 03
live with family or friends and pay part of the rent,..... 04
live in a group shelter, or (SKIP TO Q7) 05
did you live in some other arrangement? (SPECIFY) 06

5. In (DATE), did you have Section 8 housing?

YES (SKIP TO Q7) 1
NO 2
REFUSED 7
DON'T KNOW..... 8

6. Did you live in public housing?

YES..... 1
NO 2
REFUSED 7
DON'T KNOW..... 8

7. Do you have.... (CIRCLE ALL THAT APPLY)

	YES	NO	REF	DK
a. a high school diploma? (IF "YES," GO TO c)	1	2	7	8
b. a GED certificate?	1	2	7	8
c. a trade license or certificate?	1	2	7	8
d. Have you ever attended any college classes? (IF "NO," GO TO Q.8)	1	2	7	8

Do you have...

e. an associate's degree?	1	2	7	8
f. a bachelor's degree? (IF "NO," GO TO Q.8)	1	2	7	8
g. a graduate degree?	1	2	7	8

8. Right now, are you enrolled in any type of education and training program?

YES..... 1
NO 2
REFUSED)..... 7
DON'T KNOW..... 8

9. Which of the following do you consider yourself to be?

Hispanic or Latino 1
Not Hispanic or Latino..... 2
REFUSED 7
DON'T KNOW..... 8

10. Which of the following do you consider yourself to be? You may choose more than one. (READ LIST AND CODE ALL RESPONSES.)

White 1
Black or African American..... 2
Asian..... 3
American Indian or Alaskan Native 4
Native Hawaiian or Pacific Islander 5
REFUSED 7
DON'T KNOW..... 8

11. How old were you on your last birthday?

_____ YEARS

Thank you very much for your help with this interview.

As we said earlier, we will send you an additional \$10 for taking the time to answer these questions. Please give me the address where we should send the check.

Name: _____

Number and street: _____ Apt. #: _____

City: _____ State: _____ Zip: _____

Thanks again for taking the time to participate in our survey. The check will arrive in 3-4 weeks. Have a good (day/evening).

Appendix H

Study of the TANF Application Process Case Record Review Form

Abt ID:	Site ID:
Date of Contact:	Date of Record Review:
Case Type: No application filed within 30 days of contact date (<i>NOTE: end case record review</i>)0 Not approved for TANF.....1 Approved for TANF.....2	

Section A: Household Characteristics

A1. Applicant/TANF casehead name:

Last	First	Middle Initial
------	-------	----------------

A2. Sex:

Female1
 Male2
 Information not available8

A3. Date of birth (DOB):

___ ___ / ___ ___ / ___ ___ ___
 Month Day Year

A4. Type of TANF case:

Single parent with child(ren)01
 Two-parent household02
 Child-only03
 Other (SPECIFY: _____).....04

A5. Number of persons in TANF assistance unit: _____

A6. Is the number of persons in the household different from the number of TANF case members?

Yes.....1
 No.....2

A7. Prior receipt of TANF or AFDC?

Yes..... 1
No (GO TO A8) 2
Information not available (GO TO A8) 8

A7a. End date of most recent TANF/AFDC spell:

____ / ____ / ____
Month Day Year

A8. Receiving food stamp benefits at time of application?

Yes..... 1
No..... 2
Information not available 8

A9. Receiving Medicaid benefits at time of application?

Yes..... 1
No..... 2
Information not available 8

Section B: Application Process and Outcome

B1. Application date:

____/____/____
Month Day Year

B2. Was applicant subject to any of the following requirements during the application process?

MERCER COUNTY

	Required?			Completed?		
	Yes	No	Info. not available	Yes	No	Info. not available
a. Complete initial screening with Help Desk staff (in person/by phone)	1	2	8	1	2	8
b. Attend application interview	1	2	8	1	2	8
c. Sign affidavit of agreement to comply with child support	1	2	8	1	2	8
d. Register with the Department of Employment Services	1	2	8	1	2	8
e. Complete all verification information (<i>for uncertified applicants only</i>)	1	2	8	1	2	8

RAMSEY COUNTY

	Required?			Completed?		
	Yes	No	Info. not available	Yes	No	Info. not available
a. Sign and submit p. 1 of the CAF	1	2	8	1	2	8
b. Complete screening interview with access worker	1	2	8	1	2	8
c. Attend eligibility interview	1	2	8	1	2	8
d. Select employment provider	1	2	8	1	2	8
e. Sign referral form for Child Support Enforcement	1	2	8	1	2	8
f. Provide all required verifications	1	2	8	1	2	8

SAN DIEGO COUNTY

	Completed?		
	Yes	No	Info. not available
a. Sign SAWS1	1	2	8
b. IAR interview	1	2	8
c. Sign Personal Responsibility Agreement	1	2	8
d. Attend orientation	1	2	8
e. Finger-imaging	1	2	8
f. Attend intake interview	1	2	8
g. Home visit	1	2	8
h. Necessary verifications	1	2	8

PROVIDENCE

	Required?			Completed?		
	Yes	No	Info. not available	Yes	No	Info. not available
a. Complete and sign DHS-1 form	1	2	8	1	2	8
b. Attend Screening Interview	1	2	8	1	2	8
c. Complete DHS-2 form (asks applicant for detailed information)	1	2	8	1	2	8
d. Attend Intake Interview	1	2	8	1	2	8
e. Referral made to FRED unit, if necessary	1	2	8	1	2	8
f. Agree to comply with child support enforcement by completing AP-35 form	1	2	8	1	2	8
g. Complete necessary verifications	1	2	8	1	2	8

COOK COUNTY

	Required?			Completed?		
	Yes	No	Info. not available	Yes	No	Info. not available
a. <i>(Englewood only:)</i> Complete pre-application form (DP18)	1	2	8	1	2	8
b. <i>(Oakland only:)</i> Complete screening interview	1	2	8	1	2	8
c. <i>(Englewood only:)</i> Attend orientation	1	2	8	1	2	8
d. Attend intake interview	1	2	8	1	2	8
e. Complete 1260-A: Agreement to comply with child support	1	2	8	1	2	8
f. Complete Responsibility and Service Plan (RASP)	1	2	8	1	2	8
g. Attend weekly Job Club/ Focus Group sessions	1	2	8	1	2	8
h. Provide names and signatures of 10 employer contacts/week	1	2	8	1	2	8
i. Complete all verification information <i>(for uncertified applicants only)</i>	1	2	8	1	2	8

B3. Date of application disposition:

____ / ____ / ____
Month Day Year

B4. Disposition of TANF case:

Approved (GO TO B5) 1
 Denied (GO TO B4a)..... 2
 Diversion payment (GO TO B7) 3

B4a. Reason for denial:

Denied for circumstances: too much income 01
Denied for circumstances: too many assets 02
Denied for circumstances: other (SPECIFY): 03

Failure to keep scheduled appointments 04
Failure to provide verifications or required documents 05
Voluntary withdrawal 06
Other reason (SPECIFY:) 11
Reason not indicated 55

SKIP TO B9.

B5. APPROVED CASES ONLY::

Start date of TANF benefits: ___ ___ / ___ ___ / ___ ___ ___
 Month Day Year

B6. Monthly TANF benefit amount: \$ _____ PER MONTH

SKIP TO B9.

B7. DIVERSION PAYMENT OR VOUCHER CASES ONLY:

Total amount of payment(s) or voucher(s): \$ _____

B8. Date(s) payment(s) or voucher(s) issued:

___ ___ / ___ ___ / ___
Month Day Year

___ ___ / ___ ___ / ___
Month Day Year

___ ___ / ___ ___ / ___
Month Day Year

GO TO B10.

B9. FOR ALL CASES: Was case approved for food stamp benefits?

Yes.....1
No (GO TO B10).....2
Information not available (GO TO B10).....8

B9a. Monthly benefit amount:.....\$_____ PER MONTH

B10. Was case approved for Medicaid?

Yes.....1
No.....2
Information not available8

B11. Was case approved for any other benefits?

Yes (SPECIFY: _____)1
No.....2

B12. Any record of referrals to other services?

Yes.....1
No2

B12a. IF "YES," SPECIFY:

END OF CASE RECORD REVIEW.

Date completed: ____ / ____ / 2002

Initials: _____

Appendix I:

Calculating Sample Weights

The research sample for each site in this study was stratified into families that were certified, and families that were not certified, for TANF so that each group was large enough for statistical analyses. When a study sample is stratified, individual sample member measures must be weighted when strata are combined to develop statistical measures for the entire population of interest. This appendix describes how the eligible population for the study was identified and stratified, and how sample weights were calculated.

The Study Universe

For this study, the population of interest was families with children who came to one of the six local welfare offices with an interest in applying for cash assistance. Individuals from those families appearing at the study welfare offices during a given period were told about the study and, if eligible for the study, were asked to provide identification and contact information.¹ Based on data provided by the welfare offices in the study, each identified family was classified as certified for TANF or not certified for TANF within 30 days of appearing at the welfare office and signing a contact sheet. Those determinations initially defined the strata to be sampled for the follow-up interviews and the case record reviews.

Calculating Sample Weights

The sample weights are the inverse probabilities of sampling: the estimated number of appropriate families (TANF applicants and near-applicants) in the universe relative to the number of families interviewed. Because the follow-up survey was conducted prior to case file reviews, some cases switched stratum when interviewed—that is they were sampled as certified, but were in fact not certified, or vice versa. The weights are based entirely on sample stratum, not true analysis stratum, because the probability of selection was determined by the stratum in which each case was thought to belong. On the other hand however, the families that were determined not to be appropriate for the study (either because there were no dependent children or no apparent interest in TANF) were removed from the sample prior to developing sample weights.

The sampling weights used for analyses are shown in Exhibit I.1 below.

Using the stratum of Mercer County uncertified cases as an example, the sample weights were calculated as follows:

$$\text{Best estimate of appropriate universe} = 190 \times 149/155 = 182.64$$

¹ In all sites but Ramsey County, receptionists asked individuals appearing at the office what benefits they wished to apply for and whether there were children in the family. Individuals answering yes to both questions were given a contact sheet asking them to participate in our study. In Ramsey County, in contrast, there was no such prescreening by receptionists. The initial sample was comprised of all individuals volunteering for the study, regardless of their potential interest in TANF benefits. Inappropriate sample members were identified later through a review of case files.

Sample weight = 182.64/100 = 1.8264.

Exhibit I.1

Calculation of Sample Weights

(1) Site	(2) Stratum	(3) Universe	(4) Cases for Whom Final Status is Known	(5) Number found Inappropriate for the study	(6) Sample eligibility rate: 100% – (5) ÷ (4)	(7) Estimated sample universe: (6) × (3)	(8) Number Interviewed	(9) Sample weight: (7) ÷ (8)
New Jersey	Uncertified	190	155	6	0.961290323	182.6451613	100	1.826451613
New Jersey	Certified	226	133	4	0.969924812	219.2030075	100	2.192030075
Minnesota	Uncertified	314	314	155	0.506369427	159.0000000	100	1.590000000
Minnesota	Certified	209	133	2	0.984962406	205.8571429	100	2.058571429
California	Uncertified	169	153	7	0.954248366	161.2679739	91	1.772175537
California	Certified	161	154	3	0.980519481	157.8636364	110	1.435123967
Georgia	Uncertified	212	100	0	1.000000000	212.0000000	100	2.120000000
Georgia	Certified	160	100	0	1.000000000	160.0000000	100	1.600000000
Illinois	Uncertified	560	133	0	1.000000000	560.0000000	100	5.600000000
Illinois	Certified	133	132	2	0.984848485	130.9848485	100	1.309848485
Rhode Island	Uncertified	175	153	2	0.986928105	172.7124183	100	1.727124183
Rhode Island	Certified	252	133	1	0.992481203	250.1052632	101	2.476289734

Appendix J:

Testing for Nonresponse Bias

As indicated in Chapter One, response rates for the follow-up survey ranged from 59 to 76 percent of the sample of certified and uncertified families. If there are nonrandom differences between responders and nonresponders, bias may be introduced in the responses. Because we conducted case record reviews for the entire sample drawn for the follow-up interviews (both those who responded to the follow-up interviews and those who did not in all study sites except Bibb County, Georgia), we have some ability to test for systematic differences between responders and nonresponders. Specifically, we can compare responders with non-responders on some family characteristics and application outcomes collected through the case record reviews. Note that nonapplicants are not included in this analysis, since they have no case records.¹ The number of responders and nonresponders used for the analysis of potential nonresponse bias are presented in Exhibit J.1.

Exhibit J.1

Sample for Testing Nonresponse Bias

Site and Research Stratum	Follow-up Survey Responders with Case Records (n)	Follow-up Survey Nonresponders with Case Records (n)
Mercer Co., NJ:		
Uncertified	91	37
Certified	100	38
Ramsey Co., MN:		
Certified	102	31
San Diego Co., CA:		
Uncertified	87	46
Certified	100	39
Providence, RI:		
Uncertified	41	24
Certified	111	38
Cook Co., IL:		
Uncertified	52	16
Certified	80	26

Note: The samples of responders used for the non-response bias analysis include only families that also had completed case record reviews; for this reason, the sample sizes do not always match the sample numbers reported for completed follow-up surveys in the Case Study chapters. The major reason for the difference is that the nonapplicants portion of the uncertified sample does not include case records and case records were not located for some applicants in several sites.

¹ Also note that in Ramsey County, Minnesota, due to the unique way in which individuals became part of the research sample (documented in Chapter Eight, above), we did not conduct case record reviews on all of the uncertified applicants drawn for the follow-up interviews but only on those who completed the interviews).

The following variables from the case record reviews were used to test for potential nonresponse bias:

- Female headship
- Type of TANF case: Single parent, Two-parent, Child-only, Pregnant woman, Grandparent and child, Protected payee, Adult only
- Number of persons in TANF unit
- TANF unit lives in larger household
- Family has received TANF or AFDC in past
- Household is receiving food stamps at time of application
- Family covered by Medicaid at time of application
- Reason for denial: denial for circumstances, denial for other reason (failure to complete or comply with process)
- Family newly approved for food stamps
- Family newly approved for Medicaid
- Family approved for other benefits
- Family was referred for other benefits

Exhibit J.2 presents the variables and values for which we found statistically significant differences between responders and nonresponders.

Overall, results do not present cause for concern, although the exhibit indicates the potential for bias in the survey responses in some of the study sites. For example, in San Diego, uncertified respondents were more likely to have been denied TANF for circumstances. These individuals and families may be better off than those denied assistance for other reasons, this biasing upwards estimates of family well-being at follow-up.² In Providence and Cook County, the respondents overall were more likely than nonrespondents to have already been receiving non-TANF benefits at the time of application. This implies that respondents in those sites may have been more familiar than nonrespondents with the application process and the welfare agency in general, and may also have been less well-off at application. Although the potential biases are likely quite small, they should be taken into account when interpreting survey results.

² Note that this potential problem for interpreting results is mitigated somewhat by analyses that look separately at the well-being of families that did not complete the application process.

Exhibit J.2**Potential Nonresponse Bias in the Case Studies – Variables With Statistically Significant Differences**

	Respondents	Nonrespondents	Respondents	Nonrespondents	Respondents	Nonrespondents
Mercer Co., NJ:						
TANF unit in larger household	—	—	—	—	30.0%	13.5%
Ramsey Co., MN:						
Two-parent TANF family	—	—	15.7%	0.0%**	—	—
Referral to other services	—	—	2.0%	9.7%*	—	—
San Diego Co., CA:						
Denied for circumstances	—	—	—	—	27.9%	13.3%*
Denied for other reason	—	—	—	—	72.1%	86.7%
Providence, RI:						
Female head	96.6%	90.3%*	—	—	100.0%	87.5%**
Prior receipt of TANF or AFDC	60.2%	41.9%**	—	—	—	—
Receiving FS at application	35.5%	17.7%**	41.4%	21.1%**	—	—
Receiving MA at application	73.0%	46.8%***	77.5%	47.4%***	—	—
Newly approved for MA	19.1%	35.5%**	22.5%	52.6%***	—	—
Referral to other services	0.7%	6.5%**	0.9%	7.9%**	—	—
Cook Co., IL:						
Receiving FS at application	35.1%	21.4%*	—	—	—	—
Newly approved for FS	—	—	45.0%	68.0%**	—	—
Referral to other services	12.9%	31.0%***	—	—	5.8%	29.4%**

* Different from respondents at 90% confidence level.

** Different from respondents at 95% confidence level.

*** Different from respondents at 99% confidence level.